MESSAGE MANAGER

ooredoo

# Message Manager End-User Manual

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# Message Manager

End-User Manual

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# Intro

## *About this manual*

This manual is to conveniently assist you with how to install the software, tune it to your business requirements, and operate it conveniently and efficiently.

We organized the manual as a reference and a small study guide, so that each chapter stands alone, giving you quick and easy answers to particular questions and step-by-step instructions for specific tasks. You can find the necessary information in the Contents chapters for immediate help in most typical situations.

But we are reasonable enough not to boast that in our manual we predicted all possible questions, in any situation, for all our most respected users. That is why we would greatly appreciate any of your comments, critique especially. You can always send them to us if you click the **Problems? Contact Us!** link at the bottom of the Configure page.

Your Message Manager is also a highly customizable tool, and your Operator system administrator can change the options available and the outer look according to your needs as a client and the Operator's needs as the provider. Hence the screenshots in this manual may insignificantly differ from what you have onscreen. Also because of our ongoing efforts to improve the Message Manager performance, the screenshot can show previous version numbers of the software. In this case the new version has higher productivity and stability, but the functionality remains the same.

Please note that the availability of certain MM features is subject to the conditions of your contract with your Operator.

*This icon signals technical stuff that you may find informative and interesting but isn't essential for the Message Manager everyday use. Feel free to skip over this stuff, or you may need to show the info to your system administrator if you experience a problem.*

*This icon warns you of any potential pitfalls — and gives you the all-important information on how to avoid them.*

## *About the Message Manager*

Thank you for choosing the Message Manager as a most complete solution for your immediate business communication and internal operation management. The application allows you to send text and multimedia messages to mobile phones all over the world via Internet directly from your PC.

Please remember that your Message Manager is a part of a sophisticated software complex, and its outer look and operating depend on other parts of the complex.

You as a user of the Message Manager can:

- Create advanced SMS / MMS[1] messages with the help of templates, personalization and customization features. For your MMS messages you can also use various media files which can be dragged-and-dropped into the Messaging form or taken from external devices like a web-camera or an audio CD;
- Create special-format messages like vCard or URL messages;

[1] Please confirm availability of this service from your Operator.

- Save messages for future use and editing;
- Send your messages to multiple recipients from your PC, using the configurable message templates or creating messages from scratch;
- Receive messages to your Message Manager, and forward them if necessary;
- Analyze your incoming messages as, for example, opinion poll results, and present the analysis results as vivid charts;
- Keep a flexible Phone Book provided with the nested groups of contacts, birthday reminders, advanced search and many other features, and share your contact database with your enterprise server (the Enterprise Edition only);
- Quickly define message recipient lists, using both the Phone Book or manual input;
- Trace the outgoing messages history and monitor the delivery status of the messages sent from the PC or from the dedicated mobile phones.

Please note that availability of these features mentioned above depends on your Operator's settings and the software edition you are using.

Message Manager is just one of many software clients, though probably the most powerful one. In Messaging Platform software complex you can always choose clients most suitable for your business and personal needs. The complete list of software clients for Messaging Platform software complex includes, but is not limited to, the following:

- Facebook Message Manager (a web-based application for Facebook);
- Firefox Message Manager (a toolbar for Mozilla Firefox);
- Internet Explorer Message Manager (a toolbar for Internet Explorer);
- Lotus Message Manager (a plugin for Lotus Notes);
- Message Manager (a standalone client software);
- MSN Bot Message Manager (a plugin for Windows Live Messenger);
- Outlook Express Message Manager (a plugin for MS Outlook Express);
- Outlook Message Manager (a plugin for MS Outlook);
- WAP Message Manager (a wap-based application for mobile phones);
- Web Message Manager (a standalone web-based application);

You can get more information on the software clients at www.powermemobile.com.

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Under no circumstances the Company which provides the client with this software application bears any responsibility for losses or damages which the client may incur as a result of using the described software application, neither it bears any responsibility for losses or damages which a third party may incur as a result of the client using the application.

All personal and geographical names and other proper names, as well as phone numbers used in this manual are completely fictitious, any references to real persons or organizations are strictly accidental.

# I. Getting started

## I.1. The Message Manager installation

The procedure is a standard one, just like for any professionally developed Windows application. Run the installation file (setup.exe) and follow the instructions from the screen. Please remember that in order to use the Message Manager, you must also perform Authentication and configure it (see Chapter II. Configuration).

If you are upgrading your Message Manager, you do not have to uninstall the previous version. Also the software product from PowerMeMobile takes complete care about your old contacts database and data files, converting them for your new version. The old database is also backed up, to eliminate any risk of data loss and make you feel secure.

*To install the Message Manager, you must have Administrator privileges. In case your computer does not let you install the program, switch to Administrator account or contact your system administrator.*

## I.2. Launching the Message Manager the first time

When you launch the Message Manager by double-clicking its icon on the Windows Desktop, by choosing the Message Manager shortcut from the Windows Start menu or from the taskbar, or by running it after installation completion (icon display place depends on what you chose during the installation process), the first thing you see is the main window of the Message Manager.

The Message Manager Icon also appears in the System Tray. To hide the Message Manager, click the **[X]** button in the top-right corner of the Window Title. Note that by pressing the **[X]** button you do not actually quit the program but just minimize the Message Manager main window.

*The Message Manager displays its icon* *in the **System Tray** ONLY, not in the Windows Taskbar. To restore the program full view, please double-click the icon in the **System Tray** (located near your Windows system clock).*

To close the Message Manager completely, please use the **System Tray** context menu (see Chapter I.4. System tray context menu), which is evoked by right-clicking.

In case you need to uninstall the program, evoke the standard uninstalling procedure through **Start > Control Panel > Programs and Features > Uninstall or change a program**. Please keep a copy of your installation file in a secure place, in order to reinstall the Message Manager when you need it again.

## I.3. Message Manager interface

For your convenience, all windows of the Message Manager application are uniform in their structure. Every window contains 4 sections (see Figure 1): the **toolbar** (left side); the **main section** (center); the **Operator's banner section** (top), and the **status bar** (bottom of the form).

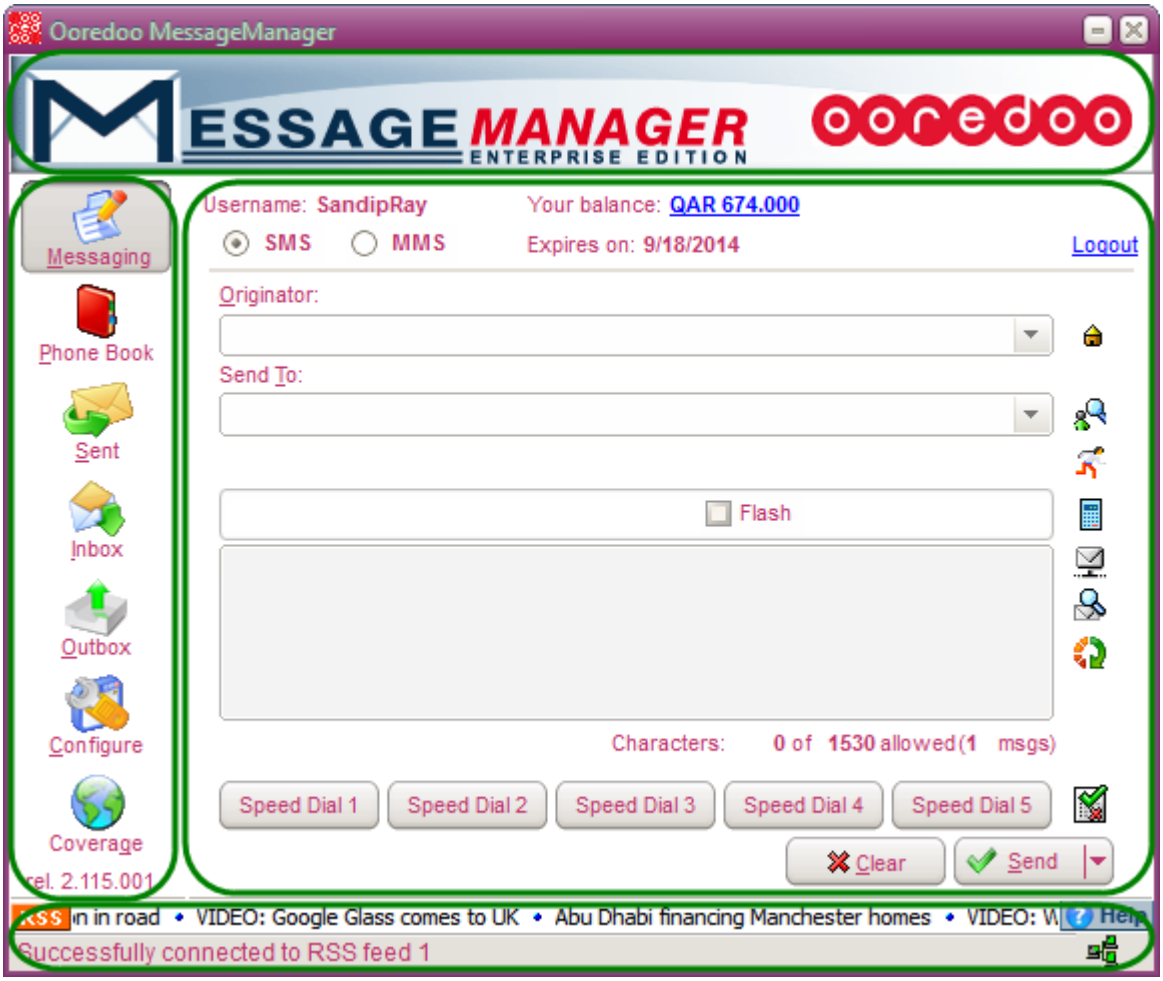



**Figure 1. The full view of the Message Manager and its 4 sections.**

The main section view depends on what button from the **toolbar** is pressed (see, for example, Figure 3). Please be aware that the **Your balance** link is present only if you are a user of a postpaid customer with prepaid packages. But if you are a user of a postpaid customer with deferred packages, your balance is not shown.

The **toolbar** is the control panel of the program and is located on the left side of the main window. The buttons are used to switch between the Message Manager interface pages, which are shown in the center, a kind of a work bench of the software:

- **Messaging.** This button opens the main messaging page which allows you to create or modify your SMS / MMS messages, set the recipients, define message templates, calculate message cost, etc.
- **Phone Book.** The Message Manager provides a sophisticated phone book facility, enabling users to handle up to 2'100'000 contacts in the Corporate and Enterprise Editions of the software. Phone book search, import, export and editing tools are available in this section.
- **Sent.** All messages which you previously sent are kept here. Search tools and message status enquiry are available in this section.
- **Inbox**. All messages which have been sent to you are kept here. You can read them here, reply to them if necessary, and export the messages for external use.
- **Outbox**. In this section you can manage the rejected, blacklisted, and wrong coding messages not possible to send, both from the PC and from the dedicated Mobile Users.

- **Configure.** This section tells the program how to connect and work. The user credentials should also be defined in this section. If something does not work properly, check this section settings first.
- **Coverage.** This button opens the list of GSM networks to which the Message Manager can send messages.

As for the bottom section, its most important part is probably the **Status bar**, because it displays program messages, a feedback to you indicating last operation status or the message sending progress. The bottom section also contains the net status indicator , showing the result of the last Internet operation. We wish you it always be green, as this indicates normal Internet connection. Red is a sign of trouble, as you may guess. Near the net status indicator you can sometimes see the progress bar, showing how fast (or how slow) your current operation is being carried out.

The last but not least in importance, the **RSS** button can be useful for those who want to keep track of the international or local news (see Figure 84).

*Please note that your Message Manager client is a part of a big software complex called Message Manager Platform. Hence, the MM outer look necessarily depends on the settings your Operator applied when your customer and user were created. Some information pieces which presentations may vary are the following:*

- *The **Inbox** button in the Toolbar is not shown if the **Inbox** feature is not available for your user;*
- *When the **Messaging** tab is selected, the balance is shown in the top right corner if you are a user of postpaid customer with prepaid packages, and the package expiration date is shown if packages are used;*
- *The **Language** menu can be omitted for Operators with English-only subscribers;*
- *There is no SMS / MMS choice in the Messaging view if the user is not allowed to send MMS or SMS messages.*

## *I.4. System tray context menu*

With the Message Manager you need to use the right-click quite often, so begin practicing it with the System Tray context menu. Right-click the Message Manager icon in the System Tray, and you see the pop-up menu then (see Figure 2).

**Figure 2. System Tray context menu.**

Choose from the following commands:

- Restore the application, if it's hidden, with the help of the **Show Message Manager** command;

- Choose the required interface language with the help of the **Change language** command;
- Get information **About** the application;
- **Close** the Message Manager completely.

Be aware that the availability of the commands mentioned above depends on your Operator settings.

# II. Configuration

Even if properly installed, your Message Manager is still unaware of what service to perform. To discover all its potential, you need to open a new or activate your existing account with the Operator. Naturally, your computer must have access to the Internet to be configured, to send your messages, or to relay the messages from the dedicated users.

The first time you run the application, the **Configure** form appears (see Figure 3). You have to configure the Message Manager providing your account details and login to the messaging server.

**Figure 3. The Configure form.**

Use the information you received from your provider to fill in your account details in the **Authentication** section:

- **Customer ID** (digits only);
- **Username;**
- **Password.**

Select the **Remember password** box if you want the application to store your password in its configuration so that you do not need to log in every time you restart your computer.

*Please note that storing your password in your computer is not secure, especially if you share your computer with other users.*

Click the **Login now** button. The **Personal Information** pop-up window (see Figure 4) then appears.

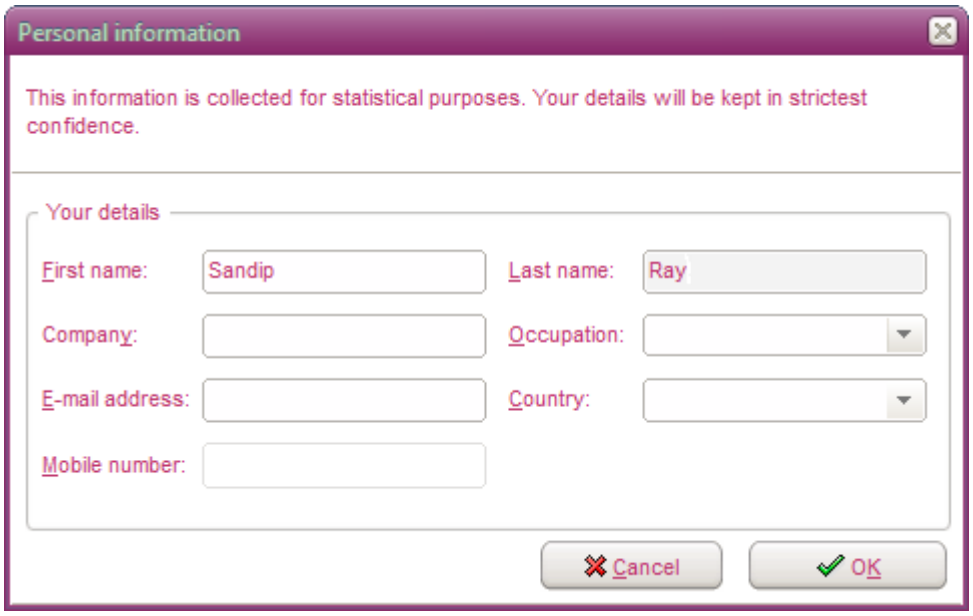
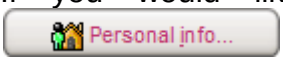



**Figure 4. The Personal Information form.**

Shake hands with the provider by filling in your personal details. This information is collected for statistical purposes only. As soon as you logout, your personal details are encrypted and become unavailable for other users of your computer.

To save your Personal Information, click the **OK** button. The Message Manager is now ready to use.

To return to the configuration form without saving your personal details, press the **Cancel** button. Please note that the Message Manager server may refuse to log you in if you do not provide your personal information.

If you would like to modify your **Personal Information** later, click the 

button in the lower right corner of the configuration form.

To logout you can use the **Logout** button (see Figure 5) in the current section or by clicking the **Logout** link at the top right corner of the Massaging section (if this feature is available).

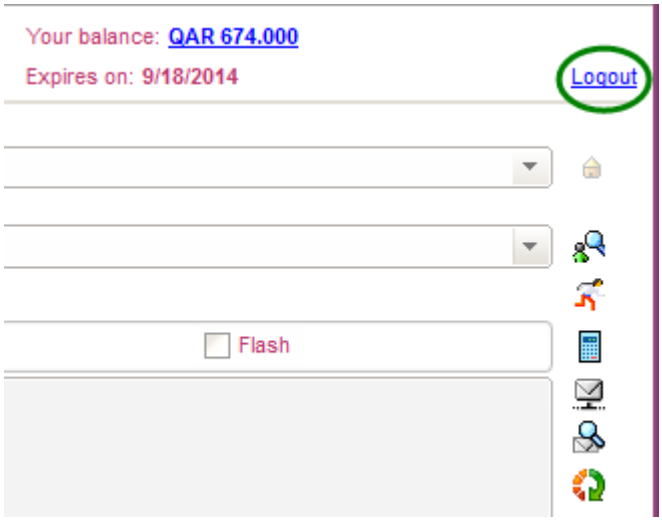



**Figure 5. The Logout link.**

The Configuration form has the options that allow you to:

- **Connect to the Phone Book database at startup.** The server Phone Book allows users in the organization to share their contacts using the database server (available for the users of the Enterprise edition only).
- **Start Message Manager automatically on Windows start**. Most probably the Message Manager will become one of your main instruments, so you may find the feature useful.
- **Local Phone Book is private for me only**. If you are using the MM in a big company environment, where the central server contains the main Phone Book, this option controls your sharing of the Phone Book on your computer with that centralized Phone Book on the company server. Unlike with the **Phone book database connection** feature described in Chapter IV.1.f. How to organize and share your contacts, when you choose the contacts to share with the company central server, here with the feature **Local Phone Book is private for me only** you are sharing the whole Phone Book.
- **Backup/Restore/Archive databases**. For your protection you can save your data in a .zip file, to restore it any time by clicking the **Database utils** button.
- **Check for updates.** Every 24 hours the Message Manager checks automatically if a newer version is available for downloading. However, you may force this check anytime by pressing this button. If a newer version is available, the Message Manager downloads it and installs it automatically. The feature is especially important for updating the Coverage Database (see Chapter VIII. Updating your Coverage map).
- Change **Proxy settings** if necessary. The Message Manager does its best to configure the proxy settings for your network automatically. However, in some network configurations this is not possible and you have to define proxy settings manually.

*If you are not aware of your proxy settings, please contact your network administrator.*

*For your business security after some reasonable period of inactivity (20 minutes by default, configurable by your Operator) your password is automatically cleaned and the message about this appears in the **status bar**. If you want to continue working with the Message Manager, you have to enter your password again.*

If your Internet connection breaks, the newest versions of Message Manager automatically resume connection after it restores.

The Phone Book database connection section is active in the Enterprise edition only (see for example Figure). This feature is to provide your business team with an effective marketing communication instrument, as it lets you place your contact database on your company server and share it. The procedure is described in detail in Chapter IV.3. Phone Book database connection (Enterprise edition only).

# III. Messaging

After you tuned the software using the **Configure** form, every time you launch the application the Messaging form (see Figure 6) appears. Of course, you can come back to the **Configure** form any time by clicking the corresponding button.

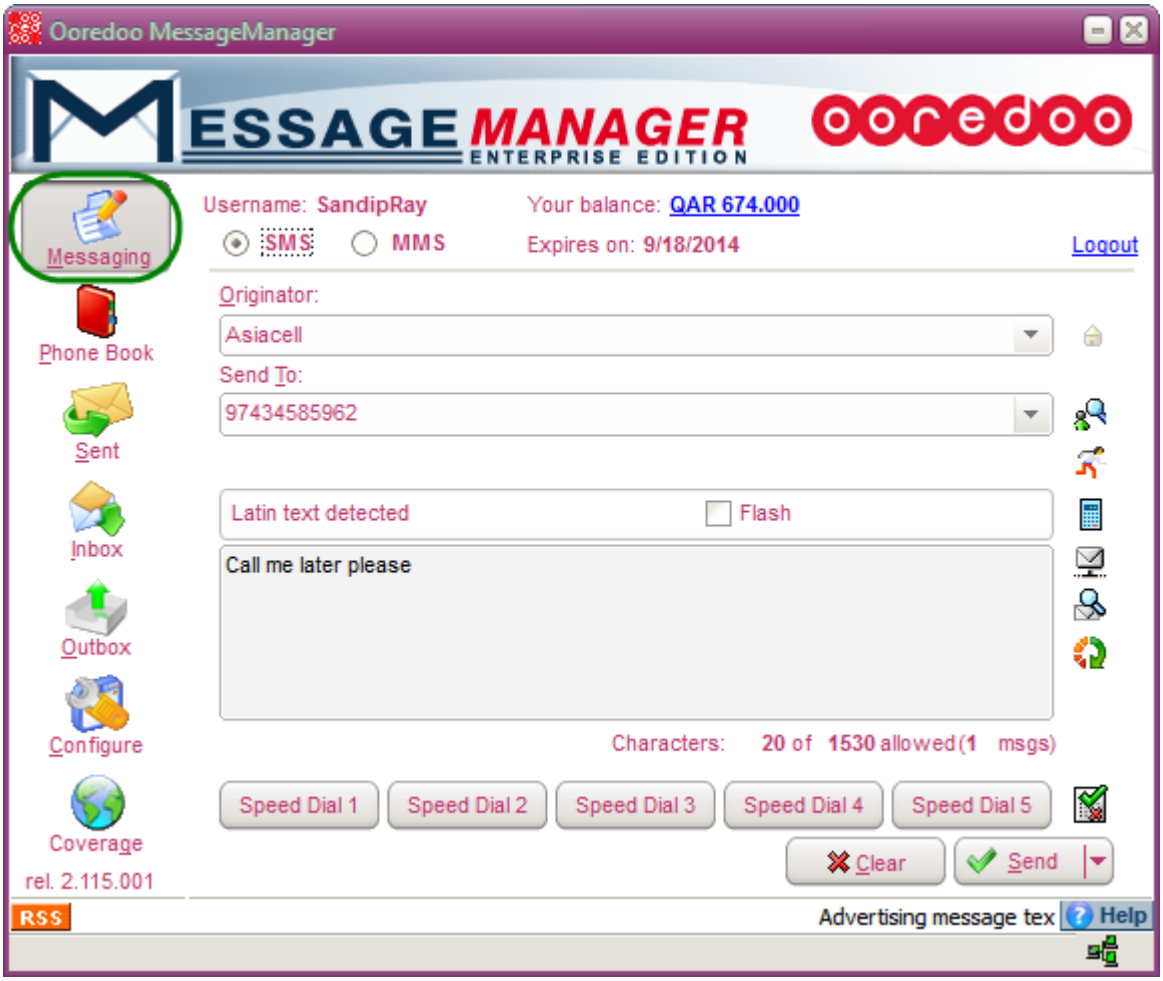



**Figure 6. The Messaging form.**

Your username and the number of units to pay for your messages to be sent are shown at the top of the **Messaging** form. The cost of sending a message depends on the type of your message (MMS messages are much more costly), its length, number of recipients, and the destination GSM network(s).

The **Messaging** form is your main workbench to compile and send messages, both **SMS** and **MMS** types. To choose the type, select either SMS or MMS option button at the top of the form.

If you want to get more detailed information about your balance, click the link with the number of currency units (user of prepaid customer), as shown in Figure 6, and you will be directed to the **Packages Available** window, where you can find all necessary data. Instead of the number of currency units you may have the **Packages** link (user of postpaid customer), which also leads you to the Packages Available window.

Instead of your username you can have the **Manage My Account** link at the top left corner of the Messaging page (see Figure 7).

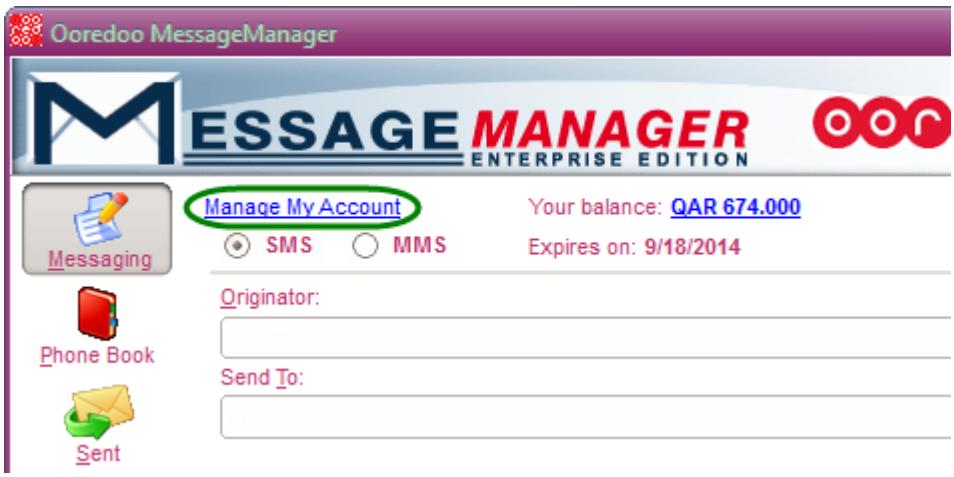



**Figure 7. The Manage My Account link.**

By following this link you can manage your account settings in the Message Manager Admin Interface (this feature availability depends on your Operator settings).

## *III.1. Creating SMS Messages*

In the newest versions of the Message Manager you are able not only send usual plain text in the SMS mode, but also send contact information in the form of vCard (see Chapter IV.1.f. How to organize and share your contacts), a file format standard for personal data interchange, specifically electronic business cards. Creating and sending vCards is described in Chapter III.2. Creating vCard Messages. You can also send URL addresses to your recipients, as described in Chapter III.3. Creating Bookmark (URL) Messages. It is also possible to share RSS information with your recipients (see Chapter III.4. Creating a message from RSS feed).

### III.1.a. Defining the Originator

To start composing your message, define the **Originator**, which serves as the signature for your messages. You can choose the Originator from the drop-down list.

If you use the Corporate or Enterprise Edition of the Message Manager, you have the **Default Originator** option. Please, select the Originator and press the home-looking icon to the right of the field to make it default. This Originator will then be used for any new message you create.

### III.1.b. Defining the Recipient

To define the recipient of the message, you can either type recipient's phone number directly into the **Send To:** field or choose the recipient from the Phone Book. To use the Phone Book option, click the icon. (For further details please refer to Chapter IV. Managing your contacts with the Phone Book).

*In the phone numbers signs like '+', '-', '(', ')', dots, or spaces are permitted, but others are not. If you copy a telephone number from somewhere, you may have to edit it and remove the signs like '*' or others. Please also remember that comma is used to separate phone numbers in case of multiple recipients.*

To send the message to more than one recipient simultaneously, use the ';' or ',' signs to separate phone numbers in the **Send To:** field. However, instead of typing the phone

numbers manually, you may also try our new feature, that of compiling a multiple-recipient list from the **Phone Book** (Chapter IV.1. Phone Book Management).

The Message Manager can be your most powerful instrument of promotional activities, because in the Enterprise edition you can send a message to up to 3'000'000 recipients.

### III.1.c. Defining the Language

If you start typing in Latin language, it is automatically detected by the Message Manager. But if you start typing your message in Arabic language, the combo box appears prompting you to select in which language the numbers should be used (currently English or Arabic).

### III.1.d. Defining the Type of the SMS

You can create a Flash SMS by clicking the corresponding checkbox. These types of SMS messages are usually used to inform the client about the immediate balance (some providers do it after each connection). The recipient will see the SMS instantly on his phone handset, but this message will NOT be automatically saved in the recipient's Inbox. Flash SMS messages can also be used for delivering promotional materials.

### III.1.e. Customizing the Text of the Message

If you are a lucky user of the Corporate or Enterprise Edition and you want your message look lively and personal, you can use the Message context menu, evoked by right-clicking in the message text area (see Figure 8). If your version is Standard, you do not have this feature. In this case please consider investing in the upgrade, because good messages may mean good customer relations, and good customer relations may mean good profit.

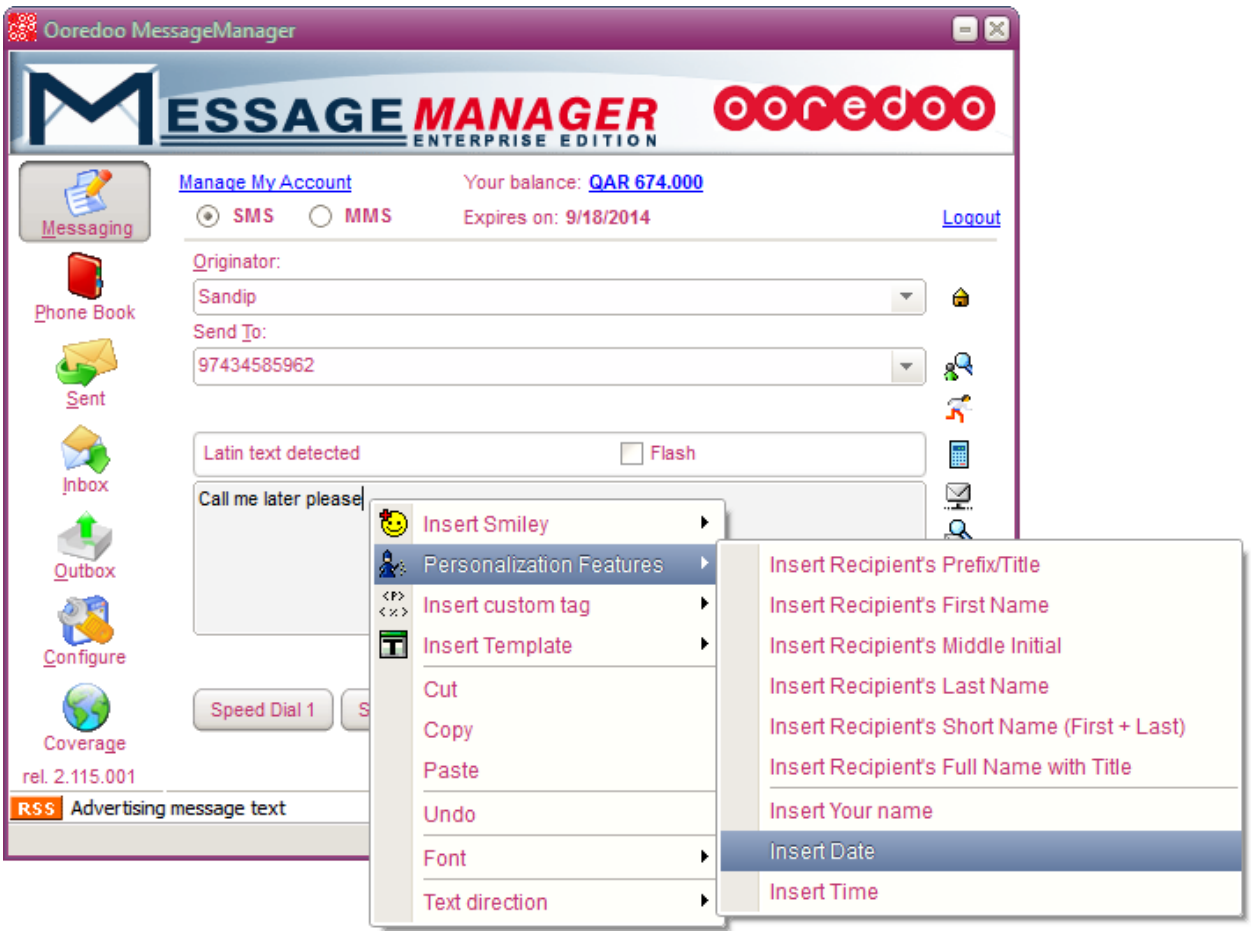



**Figure 8. The Message Context Menu.**

**Insert Smiley.** This tool provides a set of the so-called emoticons, which can add life to your message text, especially with younger audience. To insert a smiley, please right-click the text, choose **Insert Smiley** and then pick the smiley you like. Do not use them too much in your business communication — some serious people still find them too ambiguous.

**Personalization Features.** This option allows you to create and then personalize your message by inserting recipient's name, initials, prefix / title etc. into the uniform message text as variables. This is a valuable tool for efficient mass messaging which will not look mass and impersonal.

For example, you want to send the birthday wishes to two recipients: Mr. Smith and Ms. Ross. Firstly, define the recipients' phone numbers in the **Send To:** field (you can type them directly into this field or choose them from the Phone Book). Then write a message: 'Happy birthday. Many happy returns of the day!'. Place the cursor where you want to insert the names, after the word 'birthday' in our example. Use the Personalization Feature in the Message context menu and choose **Insert Recipient's Full Name with Title**. The Message Manager then inserts the individual recipient names and titles into the message text automatically. Now click the Message Preview icon (the lowest on the right). You will see the following two messages: 'Happy birthday Mr. Smith. Many happy returns of the day!' and 'Happy birthday Ms. Ross. Many happy returns of the day!'. Add a comma after 'birthday', and you are done.

Note that instead of writing separate messages to each of two (or two thousand) recipients, you write only one message, and the necessary personalizing information is taken from the **Phone Book** for you.

**Insert Custom Tag.** This feature is even more sophisticated, as it can use the data fields imported into the Message Manager from the external sources. While messaging, custom tags are used to provide large numbers of clients with some individually prepared information.

Let us give you another example. Supposing you want to inform your clients about their current account balance. First of all, create an external file or database (CSV, MS Excel, MS Access, SQL Server, Oracle DB) containing the necessary information: the name, phone number, and current account balance of every client. Here is an example of what your CSV file might look like:

Customer Name;PhoneNumber;Balance

Mr. Ahmad;9659666666;20

Ms. Adel;9659777777;35

Then import this file into the Message Manager Recipients List. Use the **Tools** feature of the Message Manager Phone Book (see Chapter IV.2. Advanced Tools for details). Note that during the import you should mark the account balance column as a 'Custom field'.

After creating the Recipients List, return to the Messaging page and compose the text of the message, using the right-click context menu to insert your custom field, for example:

'Dear <%fullname%>, your current balance is <%balance%>$. <%date%>'

As you see, here we engaged both **Personalization Features** (<%fullname%>, <%date%>) and the **Custom Tag** (<%balance%>). The Message Manager inserts the individual recipient names, titles and account balances automatically.

If you want to verify how the text looks like, please click the Message Preview icon . You will see the following messages:

'Dear Mr. Ahmad, your current balance is 20$. <%date%>'

'Dear Ms. Adel, your current balance is 35$. <%date%>'

The Message Manager puts in the date once the message is sent.

Thus again, instead of writing a multitude of individual messages for many recipients, you create an external database with the necessary custom fields, import this database to the Message Manager, compose only one SMS, and send it to all your clients by just one click. The Message Manager does most of the tedious job for you.

*Note that **Insert Custom Tag** option is activated ONLY if the imported Recipients List is provided with AT LEAST ONE custom field. It is possible to define up to 10 custom fields for each list.*

Using the Message context menu you can also check the words spelling, insert template (Contact information, URL, or RSS story), Cut the selected fragment of the message text, Copy it to the clipboard, Paste it from the clipboard, and Undo any

operation performed on your message text. You may also change the text Font and its Direction by selecting the corresponding options.

Right under the message text field you can also see how many characters are in the current message, how many characters are allowed for one SMS, and how many messages are necessary for sending the text you have composed.

*A standard SMS can contain up to 160 characters, if you use basic Latin letters and numbers and punctuation (a good example is the English language set). If you use Arabic characters or any other additional code table symbols, the number is reduced to 70. However, the Message Manager is capable of splitting a longer message and send it as several consecutive SMS messages.*

### III.1.f. Previewing the Message

To preview the created message, please click icon. The **SMS Message Text Preview** shows the message exactly as it appears on the recipient's phone display. This tool is especially useful to check the messages which employ the Personalization features (see Figure 9).

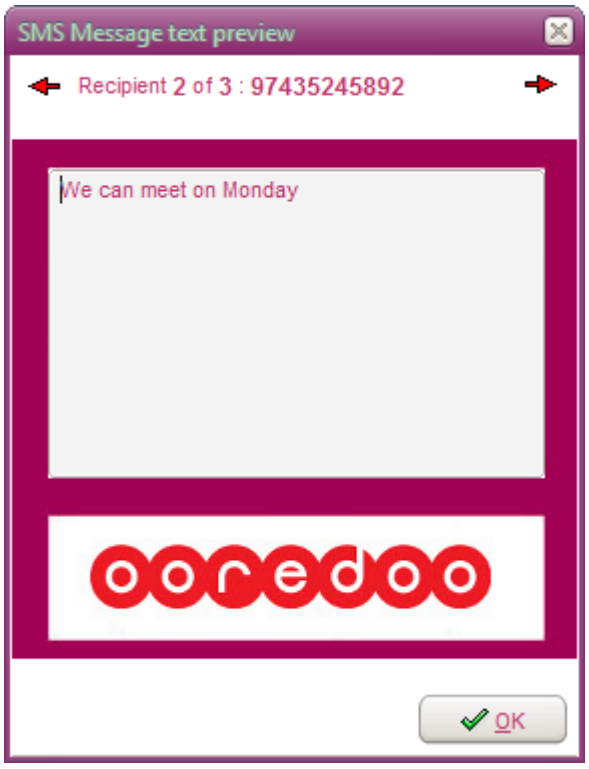



**Figure 9. The SMS Message Text Preview page.**

Knowing how busy you may be, the Message Manager again reminds you about how many recipients you chose for the current message, as well as the recipients' phone numbers. If the message is sent to more than one recipient, the red arrows are available at the top corners to scroll between the recipients (see Figure 9).

### III.1.g. Checking the cost of the message

To help you keep track of your expenses, the icon displays how many currency units are required for sending the current message (see Figure 10 as an example).

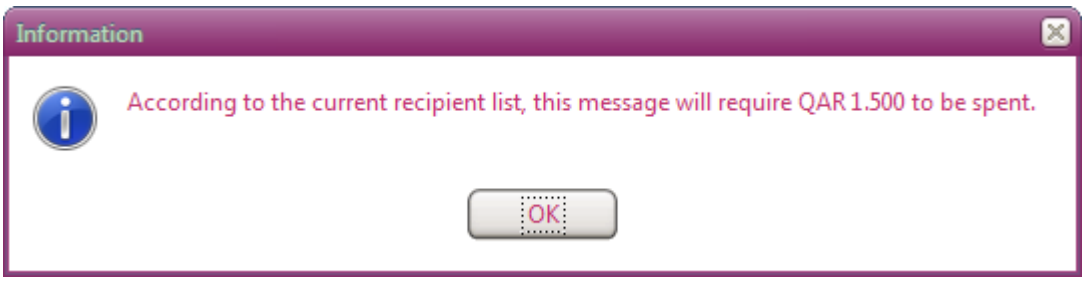



**Figure 10. Preset Messages menu.**

### III.1.h. Creating and managing preset messages for future use

If you feel like you have just created a very good message worth to be saved for future use, please click the icon (see Figure 11).

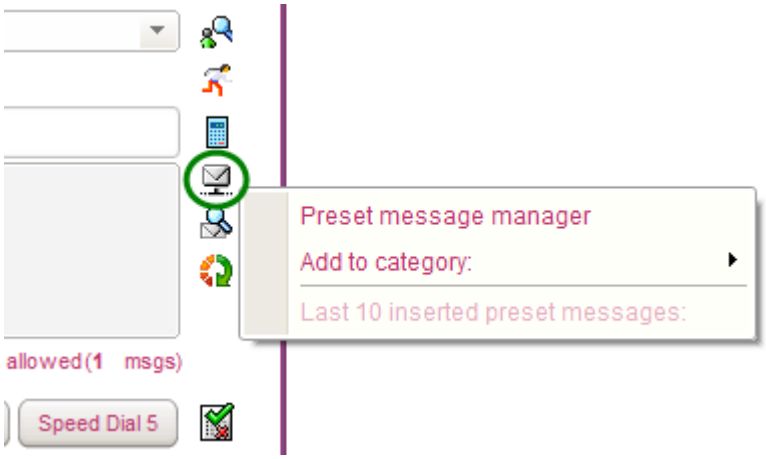



**Figure 11. Preset Messages menu.**

Here you can add the message to one of the categories. Alternatively, you can select a recent preset message, or make the current message preset and add it to any category. You can also select **Preset message manager**, a more detailed option (see Figure 12).

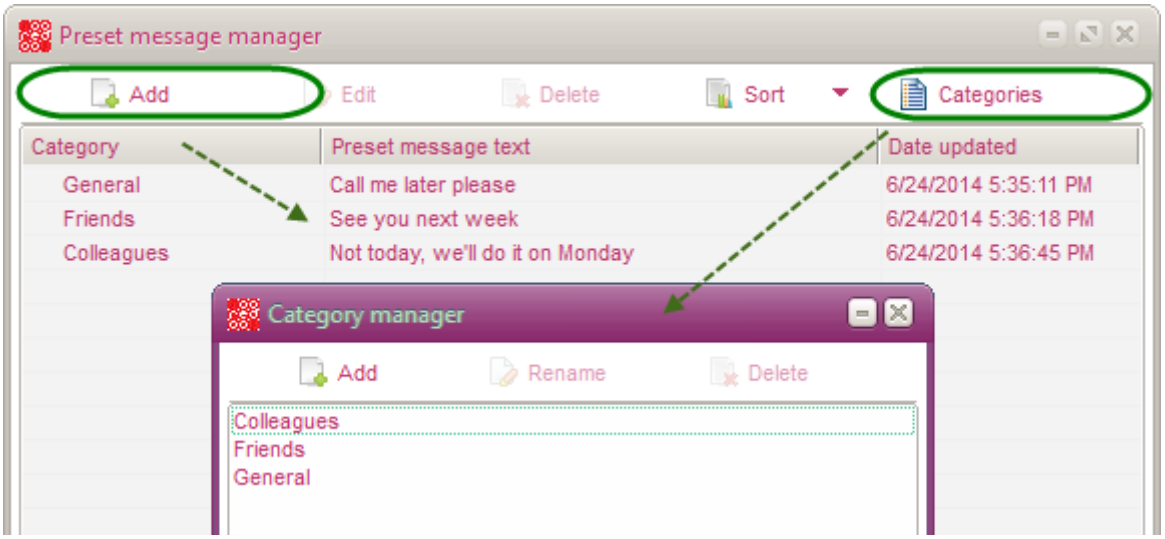



**Figure 12. Managing preset messages.**

Here you can add new preset messages, edit and delete them. The preset messages can also be sorted alphabetically, by category, or by date. If you click **Categories**, you get a form for managing categories.

The description of the **Send, Speed Dial** and **Managed campaign** features is given in Chapter III.6. Sending SMS or MMS Messages.

## *III.2. Creating vCard Messages*

Business workflow often needs quick exchange of personal contact information. To make this exchange a snap, the Message Manager has a useful feature enabling you to work with vCards. vCard is a file format standard for personal data interchange, specifically electronic business cards. They can contain name and address information, phone numbers, and other relevant information. vCards are usually limited to e-mail messaging, but the Message Manager expands your communication possibilities. You can send a vCard through the Message Manager when composing your SMS message in the Messaging Form (see Figure 13).

**Figure 13. Getting to the vCard interface.**

Right-click the text field, and a context menu appears. Choose Contact information (vCard), which brings you to the template shown in Figure 14. Fill in the three fields (First Name, Last Name, Phone), and your vCard is ready to be sent. Besides, just like with regular SMS messages, you can save your vCard message for future use. Defining the Originator and the Recipient for your vCard message is similar to the same operations for a regular SMS message.

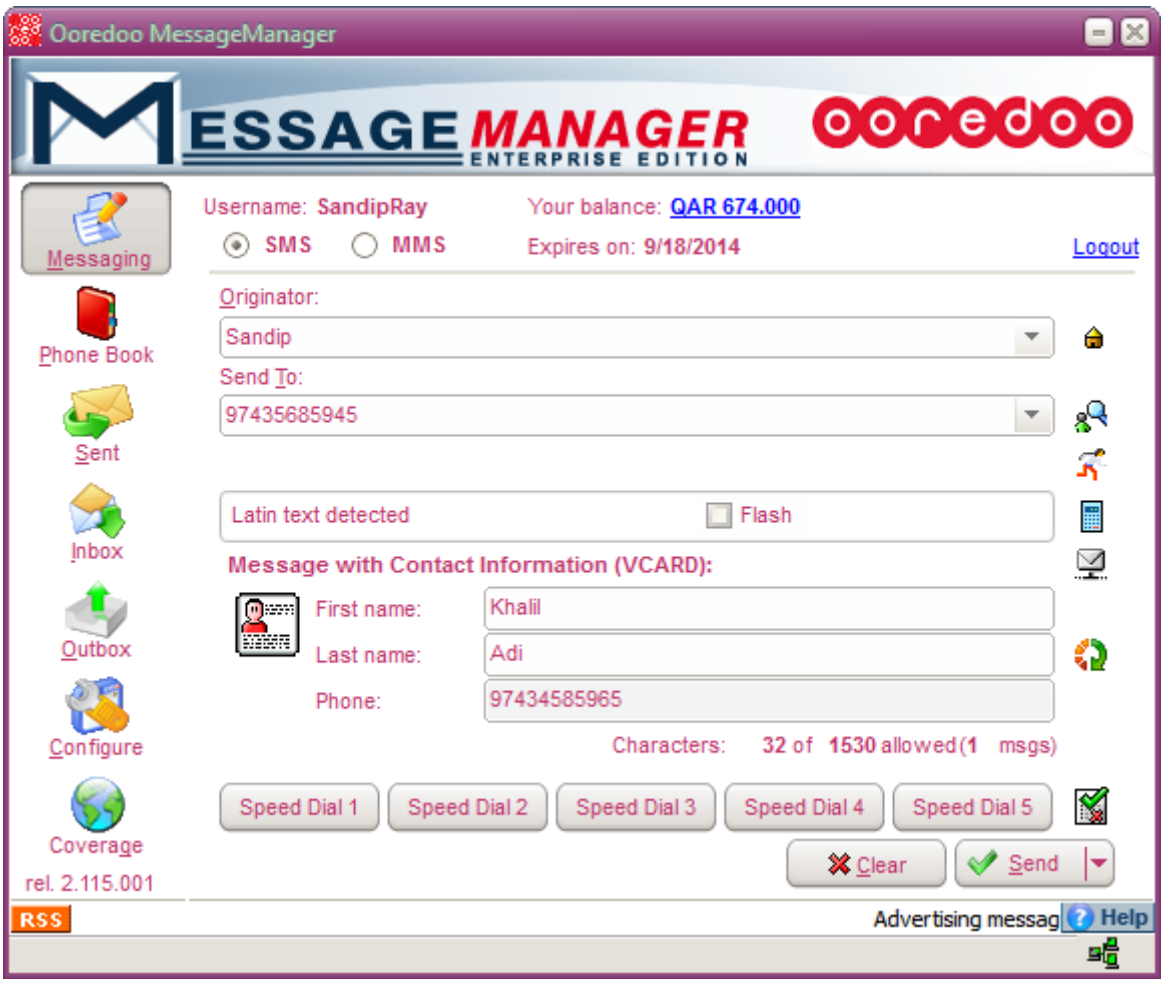



**Figure 14. The vCard interface.**

However, please be aware that vCards sent by SMS are guaranteed to be displayed correctly on Nokia and Sony-Ericsson handsets. Other handsets may have minor problems in displaying vCards, or just may be unable to display them.

## *III.3. Creating Bookmark (URL) Messages*

If you want to distribute information about some URL bookmarks which you think may be useful for your recipients, you can do it quickly and easily with the URL template when in the Messaging form, SMS mode. Right-click the text field, and a context menu appears (see Figure 15).

**Figure 15. Getting to the Bookmark (URL) interface.**

Choose Bookmark (URL), which brings you to the corresponding template (see Figure 16). Fill in the two fields (Caption and URL) as shown in Figure 16, and your Bookmark information is ready to be sent. Again, just like with regular SMS messages, you can save your Bookmark message for future use. Defining the Originator and the Recipient for your Bookmark message is similar to the same operations for a regular SMS message.

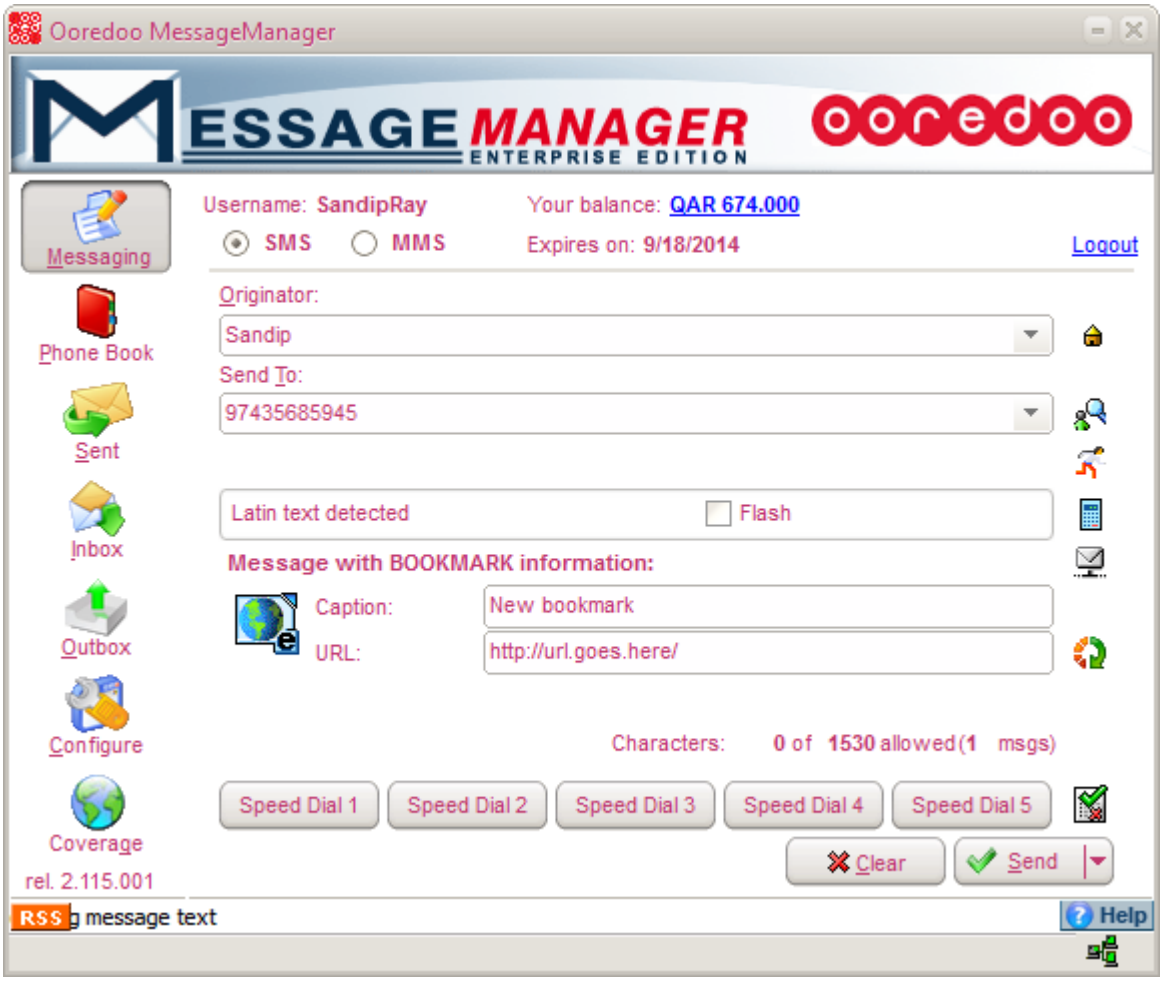



**Figure 16. The Bookmark (URL) template.**

## *III.4. Creating a message from RSS feed*

RSS news service is rapidly becoming an indispensable tool of communication in our changing business environment. To share RSS information with your partner or client can be very beneficial for companies and organizations, so many Message Manager users asked this to be included in the software. PowerMeMobile Co. gladly delivered the feature in versions 2.14.001 or higher. For detail how to set up the RSS news feed to your Message Manager, please see Chapter RSS news feed in Outro.

To send a string of information as an SMS message, right-click the message text area, select ‘Insert Template’, then ‘Insert from RSS feed’, as shown below on successive Figure 17, Figure 18, and Figure 19.

**Figure 17. Getting the interface for RSS feed to be included in your SMS message.**

Press **Insert from RSS feed** (see Figure 17), and you get the **Select RSS story for insert** window (see Figure 18), where you can select the story from the list.

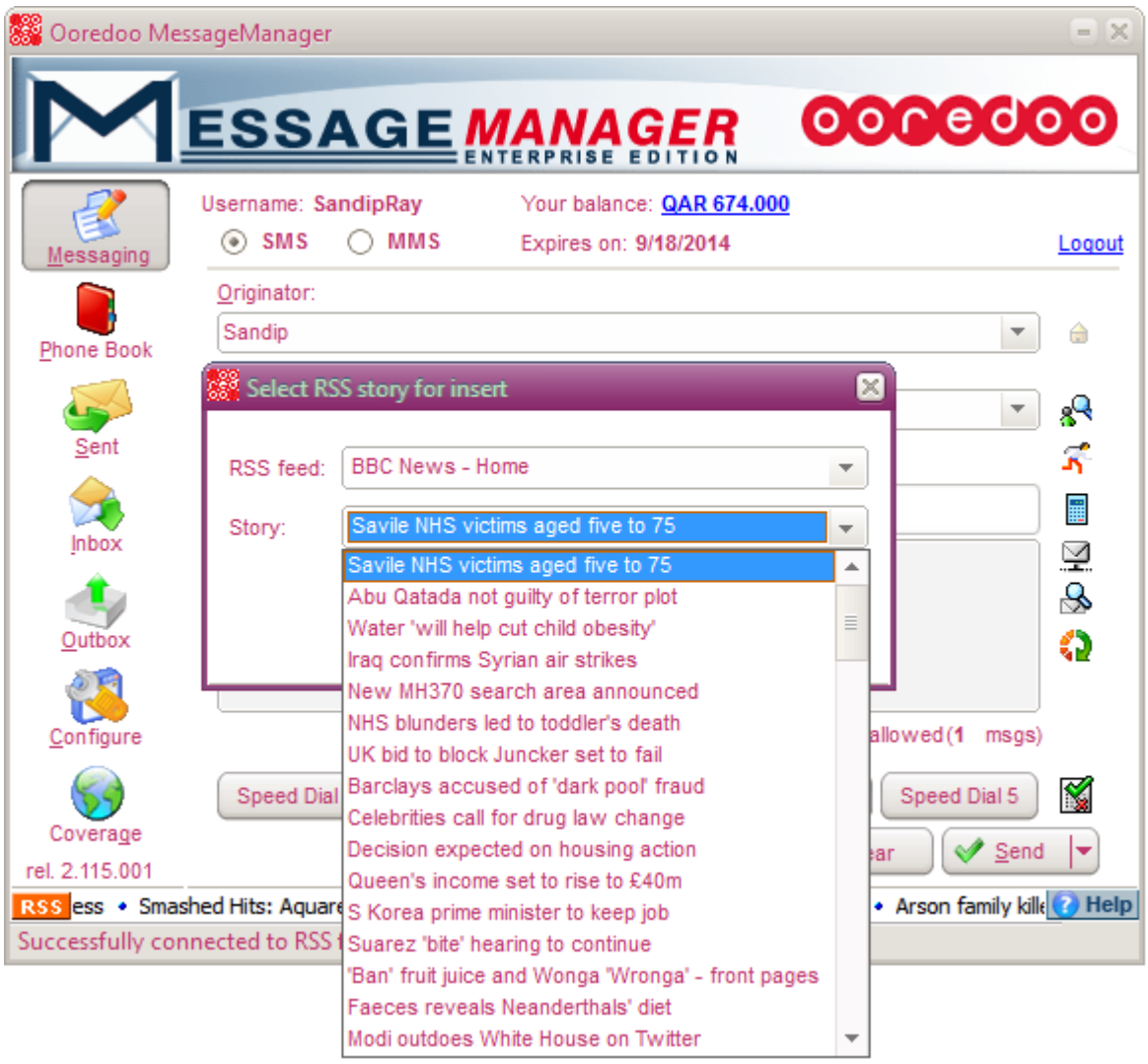



**Figure 18. Choosing an RSS string to be included in your SMS message.**

After the selection the RSS information you have chosen is ready to be sent (see Figure 19).

**Figure 19. RSS information is ready to be sent as an SMS message.**

## *III.5. Creating MMS Messages*

Multimedia Messaging Service (MMS[2]) is an easy way to send a multimedia message (including pictures, audio and video clips) to mobile users. You can send someone a picture of a person to meet him at the airport, or show the way to drive to your office, or share a promotional video clip with your potential customers. MMS messages are also very suitable for birthday and anniversary congratulations. The Message Manager allows you to create an MMS message of any complexity. Virtually any media file can be included into your MMS message to make it more informative and persuasive.

The list of file formats which you can use in your MMS message includes but is not limited to the following:

Image — .bmp, .gif, .tif, .tiff, .png, .jpeg, .jpg, .wbmp;

Audio — .mp3, .wav, .amr, .mid, .au;

Video — .3gp, .avi, .mpg, .mpeg, .mp4, .wmv, .mov, .rm, .vob.

You can also enhance your MMS message with very up-to-date audio and video grabbed from your computer microphone, or a web-camera, or an audio CD.

*Technically, an MMS message is a set of frames that are consequentially demonstrated on the recipient's phone display. The number of the frames and the duration of each frame are set by the user.*

[2] Please confirm availability of this service from your Operator.

*Please note that MMS is generally more expensive than SMS. Besides, MMS can be unavailable in some of GSM networks. The use of this service can also be restricted by the Operator. Please also be aware that in order to receive an MMS message, the recipient's phone handset must be properly configured.*

### III.5.a. Getting to the MMS Composer

To create an MMS message, please select the MMS option button at the top of the Messaging page (see Figure 20).

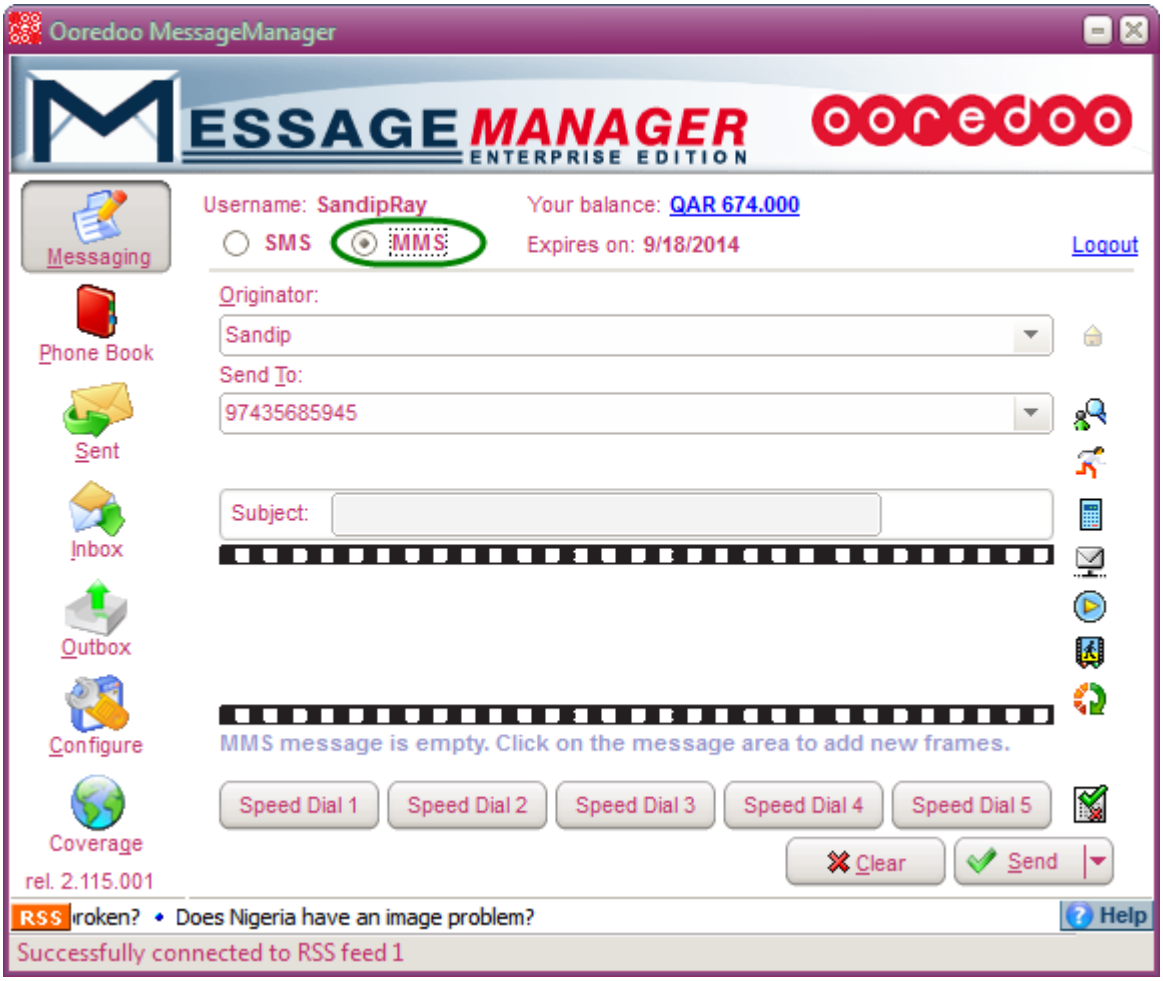



**Figure 20. MMS Message Preparing Page.**

As you see, there are a lot of options common for SMS and MMS messaging. You can skip the smaller-print section if you remember the information from SMS messaging description.

The procedures to define the **Originator** and the **Recipient** are the same, and you can also activate the **Default Originator** option by pressing the icon. For other ways of defining the Originator see Chapter III.1.a. Defining the Originator.

You can choose a recipient from the **Phone Book** by clicking the icon.

To check the number of currency units required for sending the current message, click the icon.

**Save** the message for future use by clicking the icon.

You can also use the Speed Dial feature, the same as for SMS sending (see the first part of this chapter).

However, unlike with SMS messages, you need to type the **Subject** of the message in corresponding field above the message box (but it is not necessarily).

To begin composing an MMS message, please click the button or just click the message area (the film-looking one) to open the Multimedia Message Composer form (see Figure 21).

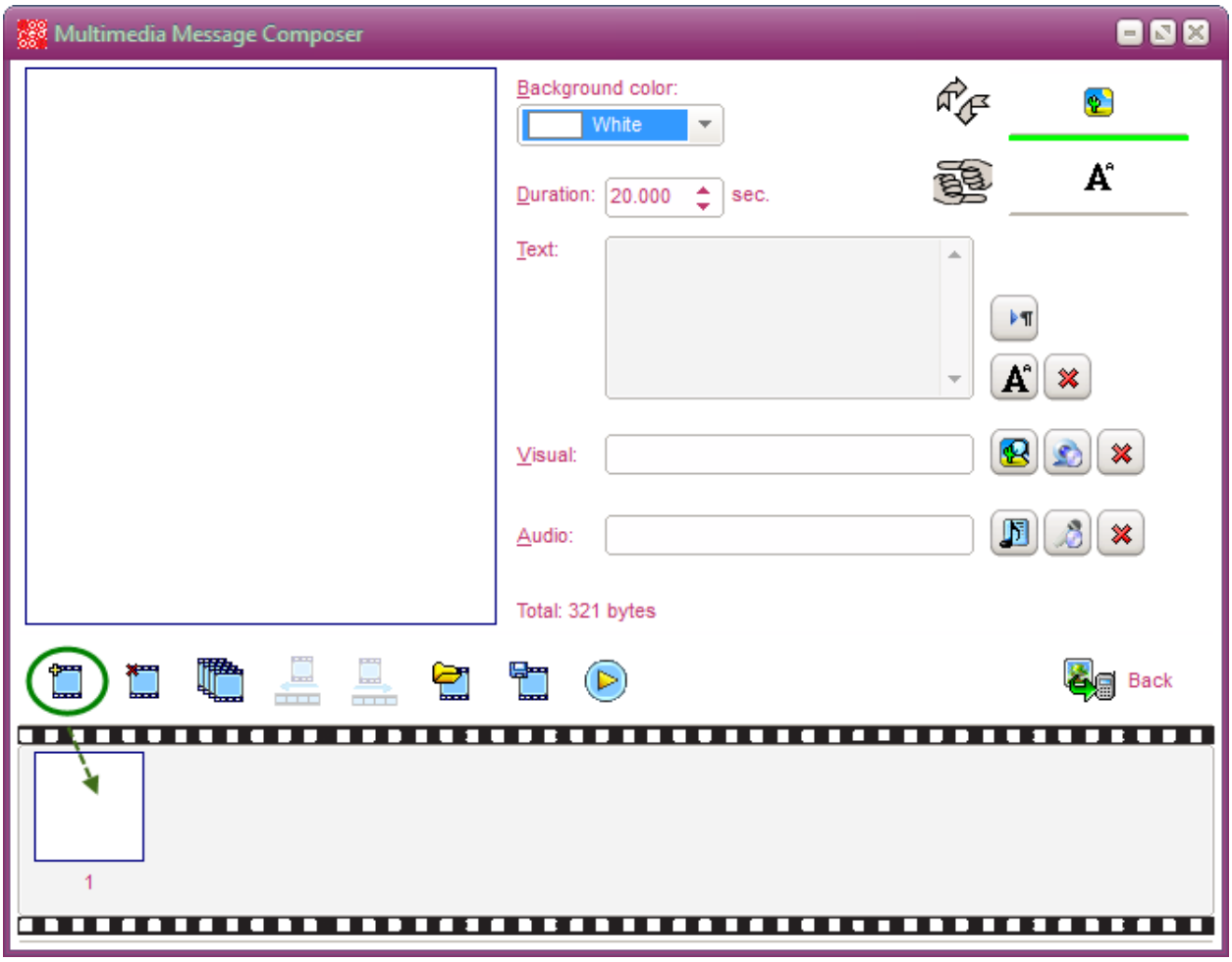



**Figure 21. The Multimedia Message Composer form and the first button to press.**

### III.5.b. Compiling MMS messages

To start compiling an MMS message, press the button. Now you can:

- change background color by choosing the desired one from the color drop-down list (it appears after clicking the arrow).
- set duration for each frame. The default value is set to 20 seconds, but you can change it according to your needs. The only real limit is the MMS message size, which is 1000 Kb.
- insert text by typing it in the **Text** area, or you can click the button to insert the text from the existing .txt file. You can change the text direction by clicking the icon.

- add pictures and video files by pressing the button or by dragging-and-dropping the file into the frame (supported file formats: .bmp, .gif, .tif, .tiff, .png, .jpeg, .jpg, .wbmp for images and .3gp, .avi, .mpg, .mpeg, .mp4, .wmv, .mov, .rm, .vob for video files).
- add audio with the help of the button or by dragging-and-dropping the file into the frame (supported file formats: .mp3, .wav, .amr, .mid, .au).

To clear the text, audio, image, or video fields use the icon on the right.

If for your MMS message you need to grab video from your web-camera or a DVD disc, or include a screenshot, press the button. The button does the same for audio media.

If you press the button, the state-of-art Video Splitter appears (see Figure 22), where you must select the DVD disk as the source, and then choose the necessary video fragment.

Video Splitter
This window allows you to preview selected video file, mark and cut a fragment you want to be used at current MMS frame and choose it's quality and picture size. Select start and end positions of desired video fragment by slider or enter them manually and press "Cut selected fragment" button.
Current position: 00:00:13,766
Selection start: 00:00:00,000
Selection end: 00:00:00,000
Total length: 30,093 seconds
Selection length: 0,000 seconds
(Please select 0,2 - 120 seconds)
Output video quality: Average (optimal file size
Output picture resolution (pixels): Medium (176 x 144)
Cancel
Apply

**Figure 22. Processing a video fragment from a DVD disk.**

Here you can find the control elements (buttons) standard to most video players. With their help you can play the whole fragment, set the selection start and end, play the selection, and then cut the necessary section. Then you are to specify the output video quality and picture resolution (the default values are Average and Medium respectively). After the processing is over (it may take a while), you can click the **Apply** button, and the selection is inserted into your MMS message, as shown in Figure 23.

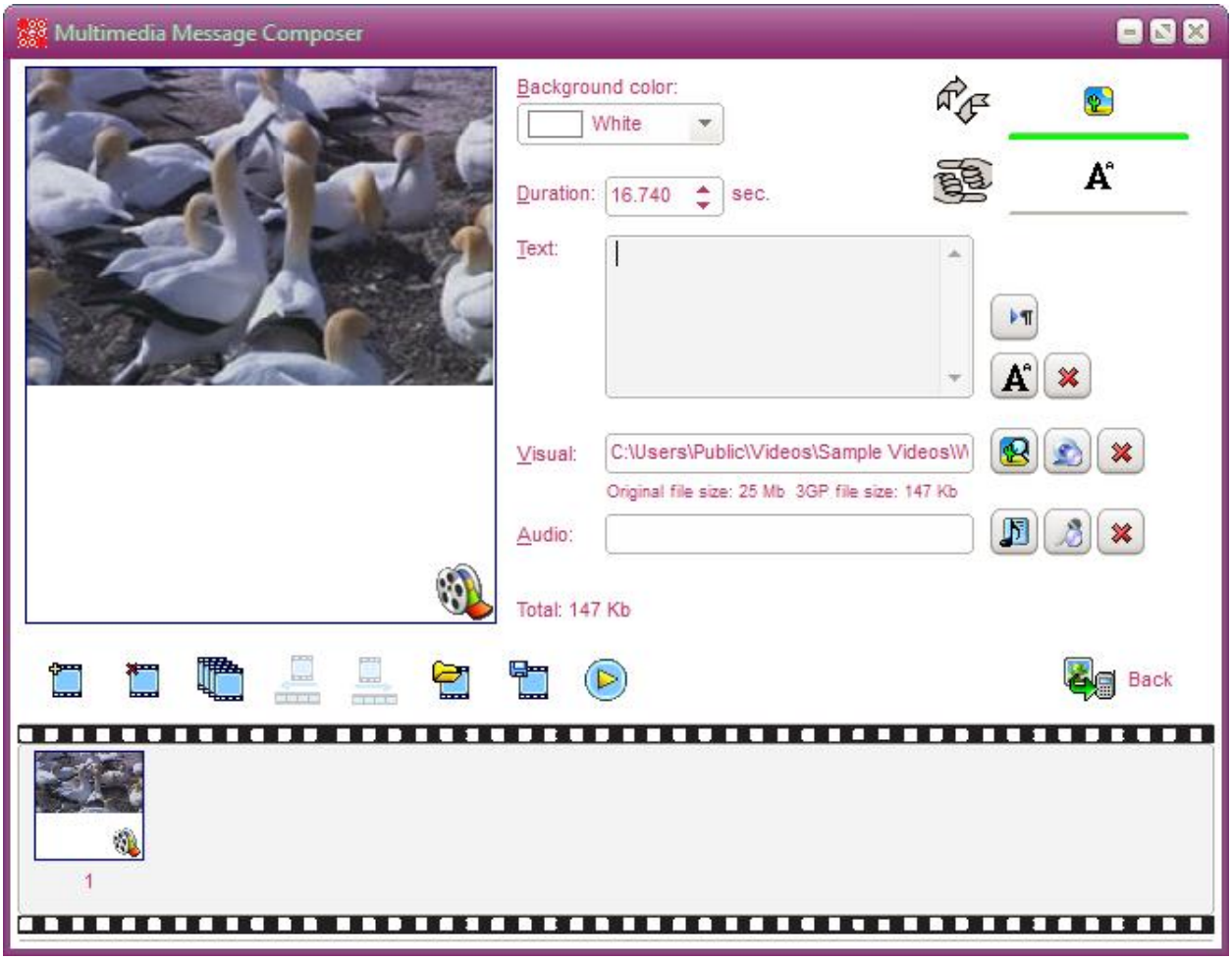



**Figure 23. The video selection is inserted into your MMS message.**

Please note that the duration of the video or audio to be included in your MMS message is limited, depending on the Operator's and the Messaging Platform settings. When grabbing media files, you are advised to further convert them so that they are more suitable for mobile communication.

To **Delete** the selected picture, video or audio file, press the button.

To change the position of text and image within the frame, please, use the and buttons. You can see then how the and icons change their position on the gray area located to the right of the buttons. Use the green lever on this form if you want to resize the image / text parts. You may especially need it after you check how the message looks like, using the button for preview.

When the first frame is complete, you can insert the next blank frame to continue by pressing the button again.

With the help of the frame buttons range, you can delete frames and change the order of their display. You can also create a new frame on the basis of the existing frames. For this, select the frame and click the button. The frame will be duplicated. You can now change the text and picture position, resize the image, insert a new image or text, edit the text, and change the background color.

Mainly because of the size limit, regular audio and video files cannot be used in MMS[4] messages in some networks and for some mobile phones. However, the MM built-in media converter solves the problem for you. For example, if you want to use an .mp3 file for your MMS message, the converter can transform it into .amr or .aac files, which are much more common in mobile phone population. As soon as you add the .mp3 file through the Audio field (see Figure 23), a dialog box asks you to confirm the conversion (see Figure 21).

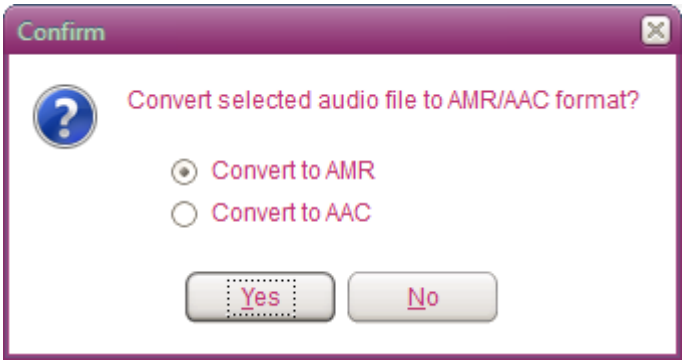



**Figure 24. Dialog box to confirm the .mp3 conversion.**

We recommend .aac format, because it provides much better quality. However, not all the mobile phones support it. If you anticipate that most of your recipients have older makes of mobile phones, you would be safer with .amr format.

If you are sure that your recipients' phones are equipped with 3gp technology, you can add video to your MMS message. Video-files (.avi and .mpeg formats) can also be converted to fit the recipients' mobile phones, and the same procedure is applied. Here you do not have much choice, luckily the industry is more-or-less happy with one format, that of .3gp, at least by now. Still, you must remember that most of the providers limit the MMS message size. Different size limitations can also apply to different mobile phone brands and models.

We would like to remind you again that drag-and-drop is an easy way to handle media files while composing your MMS message. Select the necessary media file and drop it into the frame, and it will be converted to suit MMS format. You can also right-click on the file (or a picture in a web-page, for example) and use the context menu prompting you to add it via the **Send by MMS** option. The media file will be included in the message being composed. In case no message is being composed at the moment, the Message Manager will open the Multimedia Message Composer interface for you.

To save the message, please click the button, select the **Save to templates** or **Save to disk** option. Then the message will be saved to templates or stored on your computer's hard drive correspondingly. Then you can edit it later or send to another recipient. If you save your message to the disk, you'd better remember the path for the file, but if you lost it, you can search the file by its extension (.mms).

*The multimedia components in your MMS message are NOT contained in the .mms file. Visuals and audio files are stored separately, and the MMS*

*message has just the links to them. If you delete or relocate the files, the corresponding frames turn PLAIN TEXT ONLY!*

To edit or resend the existing MMS Message, click button, choose the message you would like to edit and make the changes. If you want to delete the created frame, click the icon.

When the MMS message is complete, you can send it immediately, save it to be sent later or edit it (see Figure 25).

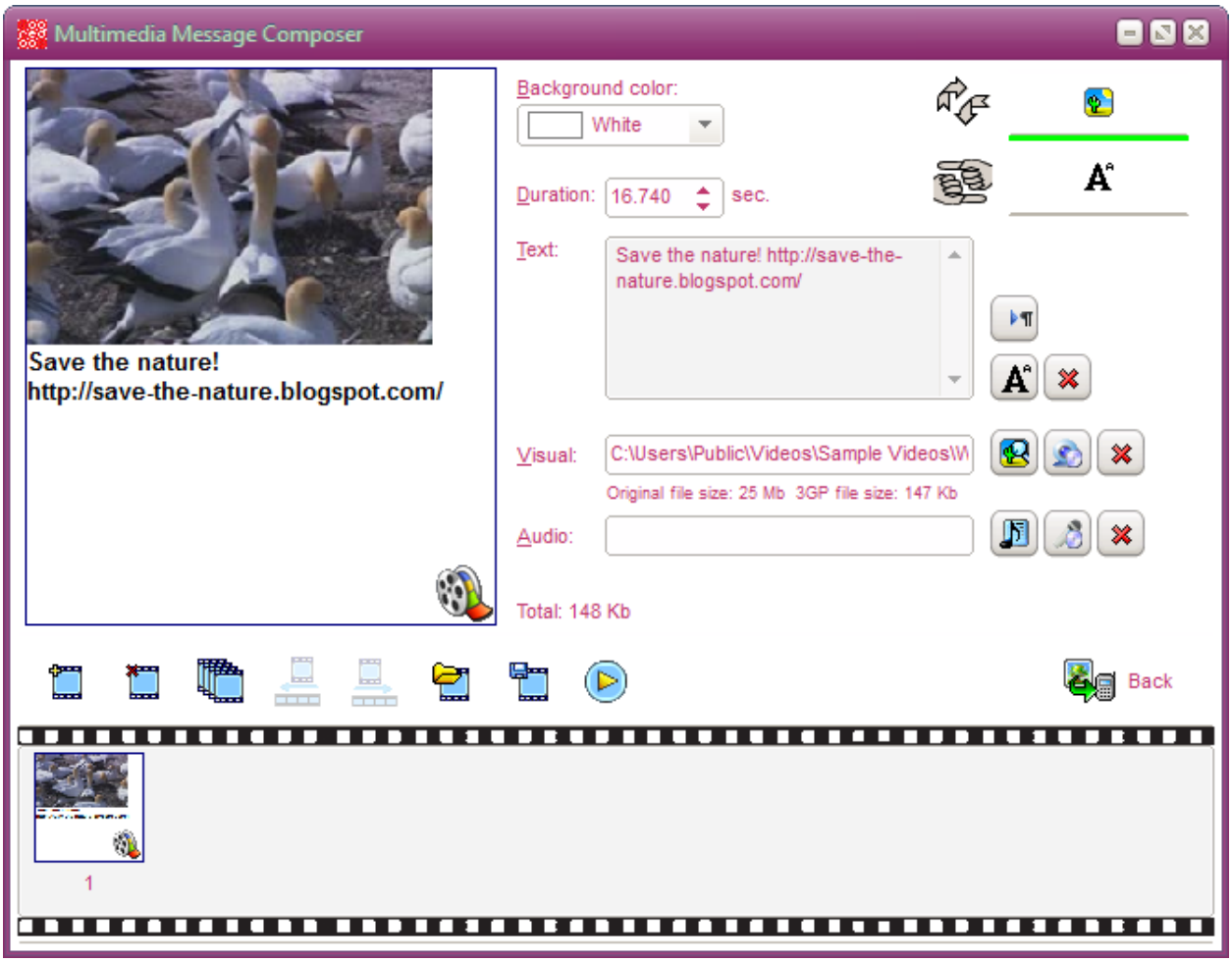



**Figure 25. A completed MMS message.**

To send the MMS message immediately, please click the

button to return to the Message Manager Messaging form and then click the **Send** button (see Figure 26).

**Figure 26. Sending completed MMS message.**

*You can also include multimedia files directly from your PC into your MMS message, if you right-click the file and choose the **Send by MMS** option.*

Please note that with some Operators the cost of your MMS message can depend on its size, and your Operator can charge your MMS message in ranges. For example, the first 50 Kb of your MMS message cost 0.05 currency units per Kb, then every Kb added costs 0.10 currency units.

## *III.6. Sending SMS or MMS Messages*

The Message Manager gives you several convenient choices for sending SMS / MMS messages to their recipients: through the **Send**, **Speed Dial** and **Managed campaign** buttons.

Clicking the **Send** button is an ordinary way of sending messages. The **Speed Dial** and **Managed campaign** buttons are more advanced features.

*If the number of your recipients for one message is around 30’000 or more (yes, your Message Manager can handle it so big!), then the Message Manager Platform service sends the messages in portions. Please note that there may be 3-5 min intervals between the portions.*

### III.6.a. Saving your time with Speed Dial buttons

If there are some favorite recipients to whom you send messages very frequently, you can set **Speed Dial** buttons for them. The **Speed Dial** buttons allow you to send messages to the predefined addresses with just one click. To configure the **Speed Dial** buttons, click the icon to open the **Speed Dial configuration** form (see Figure 27).

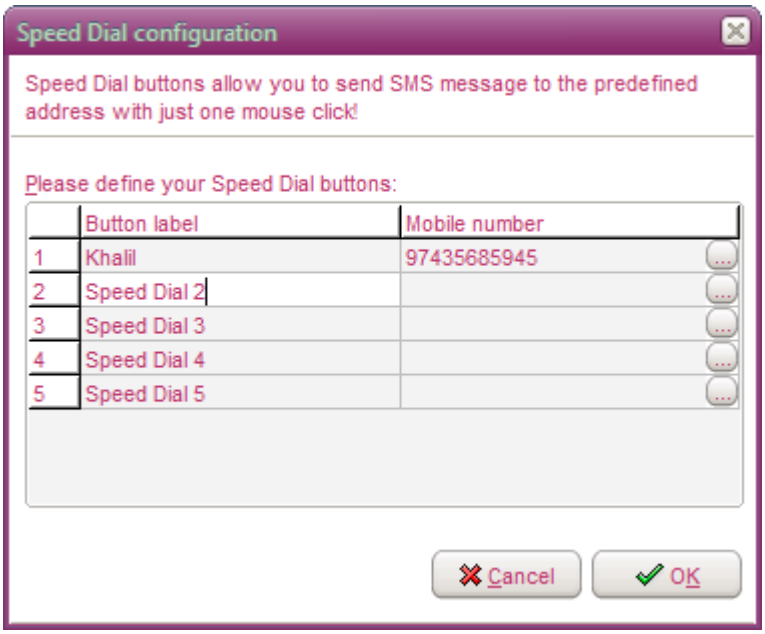



**Figure 27. Speed Dial Configuration form.**

Fill in the form by specifying the **Label** of the Speed Dial button and the recipient's **Mobile number**. You can type the phone number directly into the entry box or press the **[...]** (3 dots) button next to the **Mobile number** entry box and choose the number from the Message Manager Phone Book.

Click the **OK** button to save **Speed Dial** phone numbers and return to the Messaging form. Click the **Cancel** button to return to the Messaging window without saving **Speed Dial** phone numbers.

After you specify the **Speed Dial** labels, they are displayed under the message text box in the Messaging window (see Figure 28).

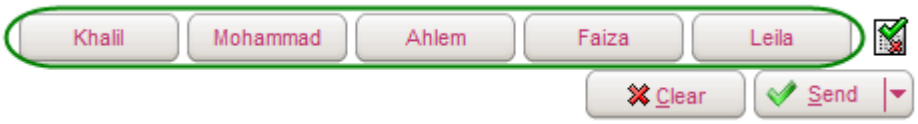



**Figure 28. Speed Dial Buttons with new labels in the Messaging Window.**

Now you can send a composed message immediately by clicking the appropriate **Speed Dial** button**.** Note that using a **Speed Dial** button, you do not need to type the recipient's phone number in the **Send To:** field every time you wish to send a message because the recipient's number is already indicated in the Speed Dial configuration.

### III.6.b. Managing promotion campaigns

The **Managed campaign** option is actually a multi-tool giving you all necessary instruments to launch a big promotion campaign. The corresponding form (see Figure 30) lets you define the period for your campaign and the time of the day when the recipients can get your message.

To invoke the necessary form, press the **Managed campaign** button at the bottom (see Figure 29).

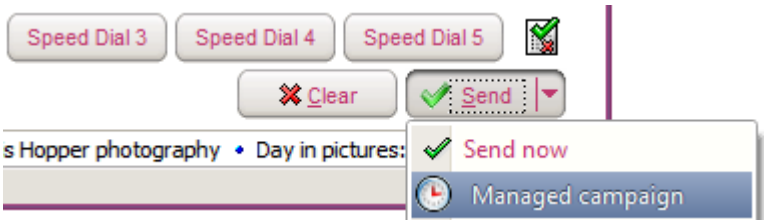



**Figure 29. The Managed campaign button.**

The resulting form (see Figure 30) is comprised of several sections described from top to bottom.

The Message Manager analyses the GSM provider location and suggests the time zone. Select the **Daylight saving time** option if this is applied in the Recipient's country. Then you must indicate the date and time of the delivery through the built-in **Calendar** and the **Time** controls. Please note that your Operator can foresee some periods when correct sending of your messages may be problematic due to heavy traffic. In this case such periods are highlighted (bright red for complete block-out and light red for partial block-out).

There can be more features available depending on your Operator settings:

- Restrict message delivery to a certain period of the day which helps, for instance, not bother the recipient in working hours.
- Set date and time when your campaign need to be finished.
- Receive notification when the campaign is completed via Email or SMS.

The message planned for deferred delivery for your campaign is placed on the queue in the Message Manager server and then delivered at the time set.

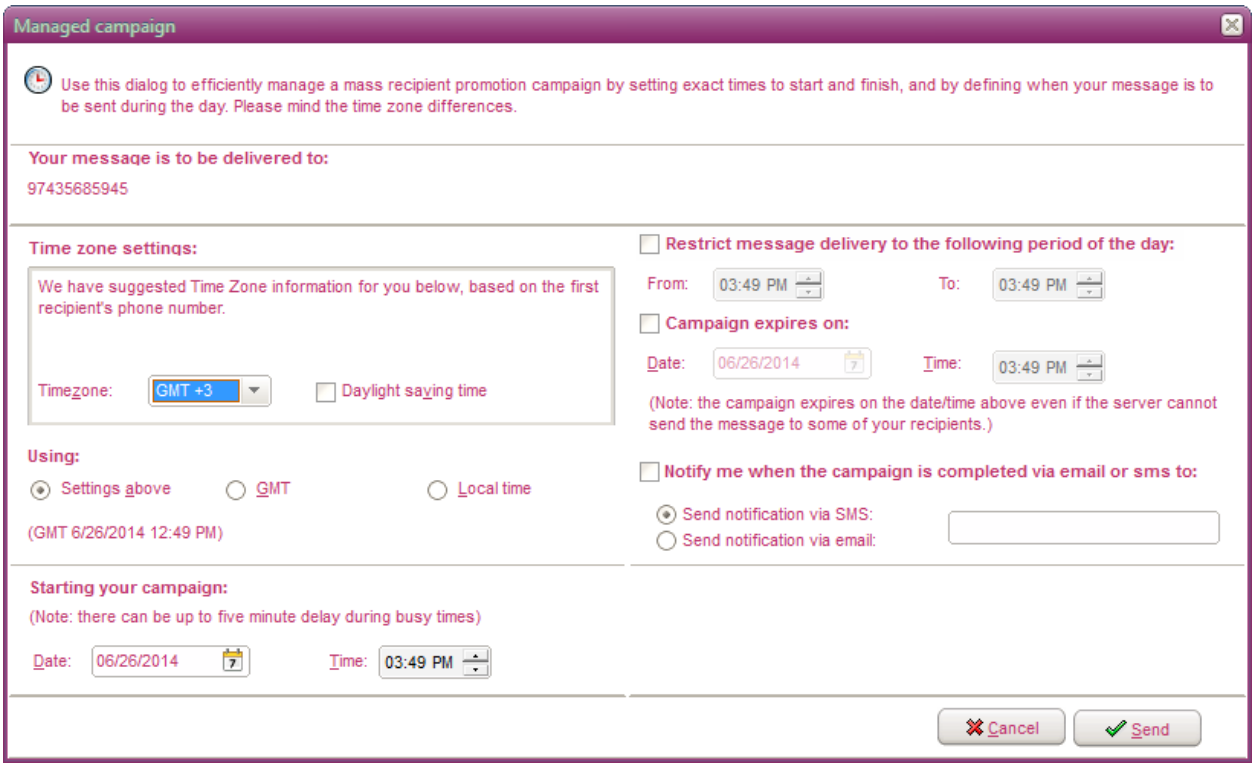

Managed campaign
Use this dialog to efficiently manage a mass recipient promotion campaign by setting exact times to start and finish, and by defining when your message is to be sent during the day. Please mind the time zone differences.
Your message is to be delivered to:
97435685945
Time zone settings:
We have suggested Time Zone information for you below, based on the first recipient's phone number.
Timezone:
GMT +3
Daylight saving time
Using:
Settings above
GMT
Local time
(GMT 6/26/2014 12:49 PM)
Starting your campaign:
(Note: there can be up to five minute delay during busy times)
Date:
06/26/2014
Time:
03:49 PM
Restrict message delivery to the following period of the day:
From:
03:49 PM
To:
03:49 PM
Campaign expires on:
Date:
06/26/2014
Time:
03:49 PM
(Note: the campaign expires on the date/time above even if the server cannot send the message to some of your recipients.)
Notify me when the campaign is completed via email or sms to:
Send notification via SMS:
Send notification via email:
Cancel
Send

**Figure 30. Defining your Managed campaign.**

If you try to specify your delivery time within the blocked periods, you get a warning notification, so you are advised to set the delivery time outside the blocked periods. Press the **Send** button to send the message and close the **Managed campaign** window.

### III.6.c. Defining the period of the Message Validity

Internet connection is not perfect (at least not yet), hence there may be problems with sending your messages. In this case the Messaging Platform (the whole software complex of which the Message Manager is a component) makes several attempts to send your message with certain frequency. If you think that your message validity is limited in time, you can define in the Message Manager for how many hours the system is to try to send your message by using the button highlighted in Figure 31.

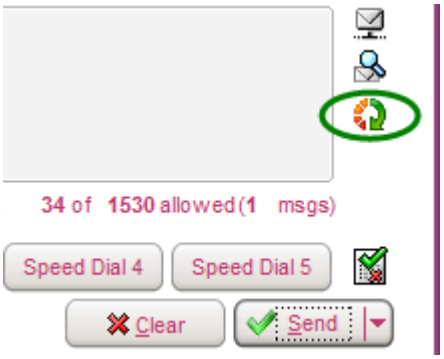



**Figure 31. The Message Validity button.**

*Please note that the **Message Validity** feature may be unavailable in some configurations.*

After pressing the corresponding button you are directed to the **Message Validity Period** window, where you can type the integer number of hours or choose it from the drop-down list (see Figure 32).

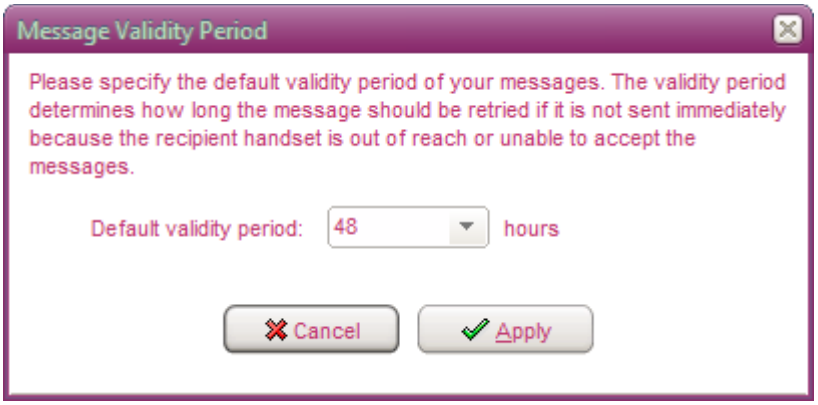

Message Validity Period
Please specify the default validity period of your messages. The validity period determines how long the message should be retried if it is not sent immediately because the recipient handset is out of reach or unable to accept the messages.
Default validity period:
48
hours
Cancel
Apply

**Figure 32. The Message Validity form.**

After specifying the validity period of your message, click the **Apply** button.

*The default message validity period is set to 48 hours. Please note that the maximum validity period cannot exceed 72 hours. The periods are configured by the Operator.*

# IV. Managing your contacts with the Phone Book

Real close friends should be a few chosen. Colleagues and business partners should be as many as necessary for the business. Customers should be as many as possible, maybe about two million or so. Being an instrument for business communication, the Message Manager (Corporate and Enterprise editions) can store up to 2'100'000 extended contacts in its **Phone Book**, conveniently organize them for you into multi-level groups, and instantly deliver them at your disposal. Here you can:

- Create, edit, and delete contacts,
- Create, rename, and delete groups and subgroups,
- Copy and move your contacts and subgroups from one group to another,
- Select multiple recipients for your messages.

You can also share the contact information with external sources, i. e. export it to the .csv (Comma Separated Values) files and import new contacts from external databases.

The lower-level Standard edition cannot boast such a capacity. Their Phone Books hold 2000 contacts maximum, which is enough for personal usage and maybe for a starting business. The top-level Enterprise edition can operate not only with the Local Phone Book stored on your computer, but also access external databases like SQL or Oracle, or Access files, which makes its capacity virtually unlimited.

## *IV.1. Phone Book Management*

The Message Manager is equipped with advanced Phone Book (see Figure 33) in which you can do practically anything necessary to efficiently organize your contacts and send messages. In addition to groups, the program has the Distribution Lists, which you can use as temporary groups containing just the telephone numbers. This can be handy for promotion message deliveries, when the real names are just not available.

**Figure 33. The Phone Book form.**

In the Enterprise edition of the Message Manager there is the tree of contacts which divides all contacts into three categories, **Local contacts**, **Server contacts**, and **Local list**.

The **Local contacts** and **Local list** are stored on your computer hard drive. The main difference between them is that in the Local contacts you must indicate the recipient's First / Last Name and Phone Number, when the Local list can store only Phone Numbers (it can be useful for promotion message deliveries, when the real names are not available).

The **Server contacts** category is an external shared database (SQL / Oracle / Access) that is stored on the server (it appears after activating the **Phone Book database connection** feature in the **Configure** section and it is available only in the Enterprise edition). For more information see Chapter IV.3. Phone Book database connection.

You can **Collapse** or **Expand** the list of all groups and subgroups, using the corresponding links above the tree of contacts. You can also do it with a separate group, to adapt the view to your current needs.

To view the contacts included in to the group, click on the group's name. You will see the list exactly below the tree of contacts.

### IV.1.a. How to create a new contact

To create a new contact, you can click the

button, or right-click a group and choose the **Add contact** option (do not forget to select the group first). The default **Recipient information** form then appears (see Figure 34).

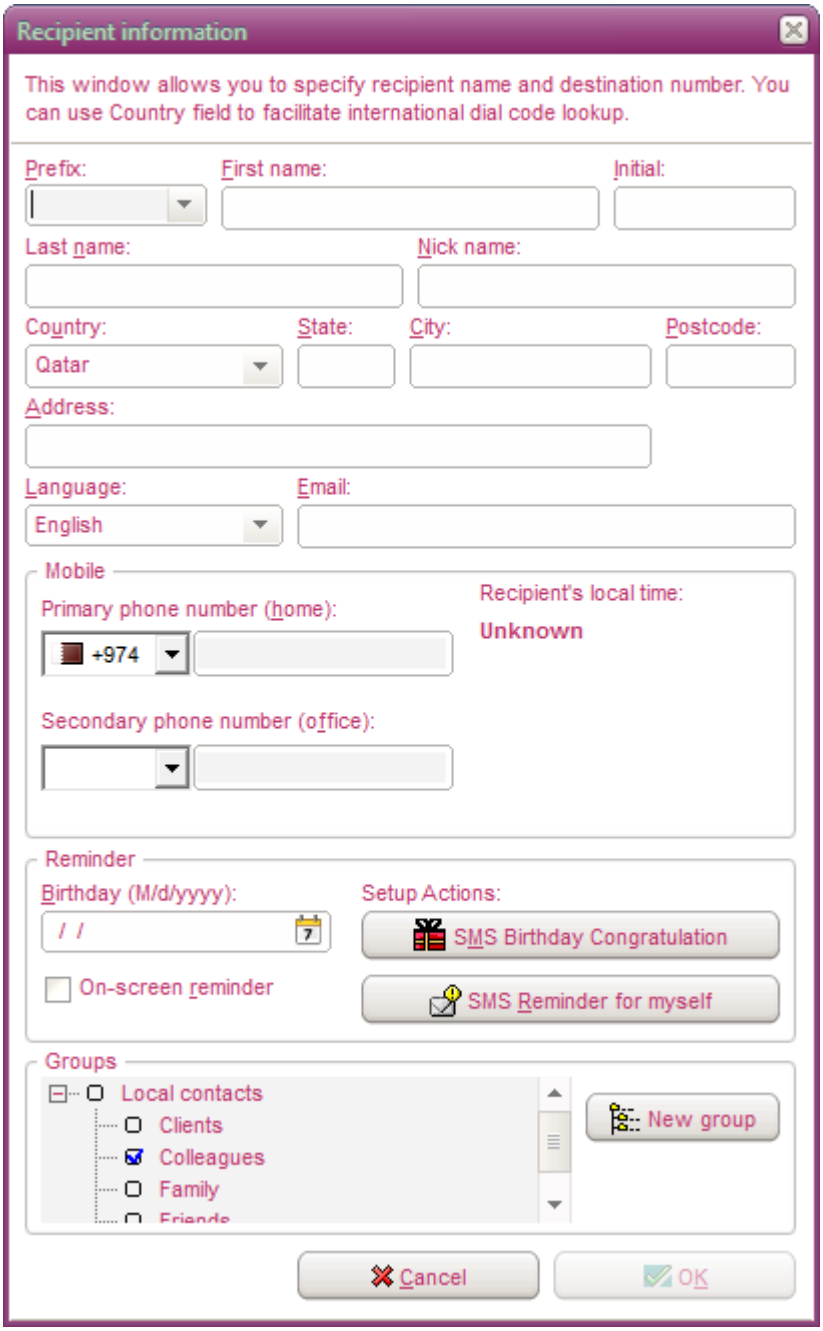



**Figure 34. The default Recipient Information form.**

The Recipient Information form is composed of several sections: the Recipient's personal information, the information about the Recipient's mobile phone, Reminder facility, and the Groups. Supply the necessary information step by step.

First, fill in the Recipient's personal information:

- **Prefix**: Mr., Ms., or Mrs.;
- **First name**;
- **Initial**;

- **Last name**;
- **Nickname**;
- **Country** (use the drop-down list to select it);
- **State**;
- **City**;
- **Postcode**;
- **Address**;
- **Language** (currently Arabic or English);
- **Email**.

*Not all the fields are obligatory here, however, we strongly suggest you put at least the first or last name, otherwise there will be nothing to include into the database. You can also change the way your contacts are presented onscreen with the help of last or first names, or nicknames.*

Then supply the mobile phone number and the country of the GSM operator:

- **Country** (use the drop-down list to select it);
- **Phone number** (you can add two phone numbers).

As soon as you type the Recipient's phone number, the Message Manager automatically provides the Recipient's local time (see Figure 35). This information is taken from the Message Manager Coverage Database.

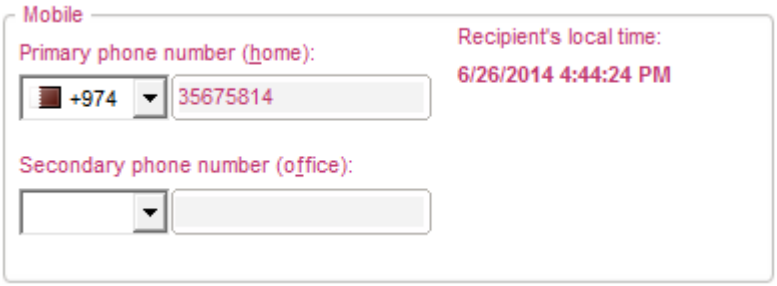



**Figure 35. The Recipient's local time in the Recipient Information form.**

*If you type the phone number that is not listed in the Message Manager Coverage Database, you see that the Recipient's local time remains **Unknown** and the **OK** button in the lower right corner of the form is inactive. This means that you cannot add this contact to the Message Manager Phone Book and you cannot send messages to this recipient. The Message Manager updates its Coverage Database daily through Internet, so if the code you entered does not give you the Recipient's local time, check the code again.*

If you want to impress your clients or partners with how much you care about them, your next step is to specify the **Reminder** settings:

- Choose the inbuilt calendar to indicate the Recipient's **Birthday.** Please select **On-Screen reminder** box if you wish to activate this facility. When the option is on, the Message Manager will display a reminder dialog box on the birthday date of this person. So, you will not forget to send congratulations to your partners and clients.
- **Setup Actions:**

- **SMS Birthday Congratulation.** Click this button to set up automatic SMS congratulations directly to your chosen recipient;
- **SMS Reminder for myself.** Click this button if you want to receive a reminder about your contacts' birthdays via SMS to your own mobile phone.

Finally, go to the **Groups** section and choose the group to which a new contact must belong**.** To create a new group for the contact, click the

button (do not forget to select the group, where a new one is to be created).

Click the **OK** button to finish and return to the Phone Book form.

Note that in the Standard Edition the size of the Local Phone Book is limited to 2000 contacts. The Corporate and Enterprise Editions Local Phone Books can store up to 2'100'000 contacts.

### IV.1.b. How to import a vCard into your Phone Book

In contemporary business environment people often exchange personal contact information in the form of electronic business cards, so you may receive electronic business cards by e-mail or ICQ. The Message Manager gives you an instrument to immediately include the business contact information into your Phone Book. The standard file format used for electronic business cards is .vcf.

To instantly import a vCard into your Phone Book, just drag the file and drop it into your MM window. Then the default Recipient Information form appears, so you can edit the information if necessary. However, if the telephone number does not correspond to the digit-only format (see Chapter III.1.b. Defining the Recipient) or its country code does not correspond to the Coverage database, it will not be recognized by the Message Manager.

### IV.1.c. Shared and private Phone Books

Your Message Manager is a powerful instrument of team work. Every user of a particular copy of the Message Manager can take advantage of the shared Phone Book located on the server, so that a big company employees have access to one phone database. On the other hand, it is also a highly personalizable instrument, because in addition to the shared one every user can create and maintain their own Phone Book.

You can create your own Phone Book by selecting the **Local Phone Book is private for me only** box in the Configure window (see Figure 36).

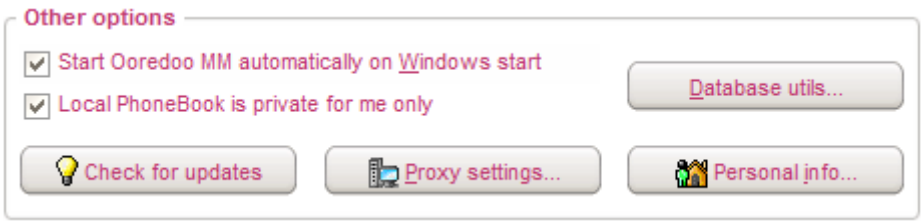



**Figure 36. Making Local Phone Book private.**

Please remember that this feature, just like a number of others, depends on the settings controlled by your System Administrator.

### IV.1.d. Selecting recipients for messages

You can choose any of your contacts to become a **Recipient of the message** (see Figure 37).

**Figure 37. The List of Contacts.**

When you select a group, the list of contacts show up below the group section. To add a contact to the list of recipients, double-click the contact's name, or select it and click the > button. In case you want to add the whole group to the recipient list, choose the necessary group and click the >> button. This is especially useful for promotional messages to some target audience.

To remove a contact from the recipient list, double-click it, or select it and click the < button.

To clean up the recipients list field, click the << button.

Note that the Standard Edition allows you to send a message up to 2000 recipients at once. The Corporate Edition – up to 10'000; and the Enterprise Edition – up to 3'000'000 recipients.

The right part of the Phone Book form lists all the recipients for the current message (see Figure 38).

**Figure 38. The Recipients List.**

Here you can see how many recipients are selected for the current message, the recipients' phone numbers and names.

To add a recipient not listed in the Phone Book, type the recipient's phone number in the entry box and click the Add button. In this case the recipient's name will not be specified in the list.

All the contacts put in the recipient list are automatically displayed in the **Send To:** field of the Messaging window.

*If the number of your recipients for one message is around 50'000 or more (yes, your Message Manager can handle it so big!), then the Message Manager Platform service sends the messages in portions. Please note that there may be 3-5 min intervals between the portions.*

### IV.1.e. How to search contacts

A database without a proper search function is not a database, but just a data heap. The Phone Book is a database, and you can find a contact if you remember at least some pieces of its fields. You can perform search using the **Contacts** field (see Figure 39). To find a contact, just begin typing a name or a phone number in this field. The Message Manager immediately displays the groups and subgroups with matching information, indicating how many matching contacts there are in the group or subgroup. Just click the group or subgroup, and the name is shown in the field below the contact tree.

**Figure 39. Dynamic search using the Contacts field.**

You can also perform the advanced contact search by applying the filter**.** Click the **Filter** link, and the Phone Book Filter form then appears (see Figure 40).

**Figure 40. The Phone Book Filter form.**

You can filter the phone book records using the criteria of phone number, language, name (first and / or last), address, as well as any combination of those. Note that in the **Phone** and **Name** fields you must check the **Begins** or **Contains** option buttons.

Click the Filter button to apply the filter, or the Cancel button to stop any search. Press the Reset button if you want to clean up the chosen criteria and select different ones.

Supposing you want to find all the contacts whose provider is QTel (Qatar), i. e. whose mobile numbers begin with 974. You enter the digits as shown in Figure 37, and press the Filter button.

**Figure 41. Contact search with the help of Filter function.**

As soon as you press the **Filter** button, the main Phone Book window opens automatically. Now in the contact tree area you can see how many contacts in the groups and subgroups correspond to the chosen criteria (see Figure 42), and the **Filter** link is replaced with the red **Filtered** one. If you want to see the contacts themselves, click the lowest-level subgroup where the contacts have been found.

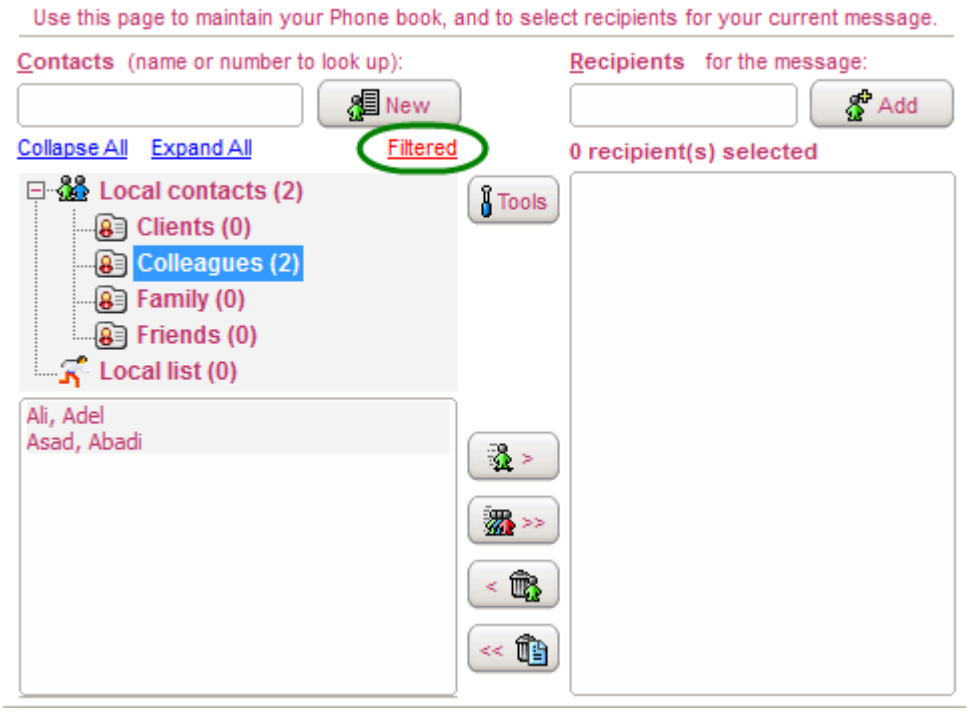



**Figure 42. Showing the results of contact search within the groups with the help of the Filter option.**

Click the red **Filtered** link in order to the return to the Phone Book Filter dialog.

If you decide to use the **Reset** button again after the search is done, please note that new criteria applied produce a completely new search results. If you want to return to the normal Phone Book form with all the contacts shown, click the

button.

### IV.1.f. How to organize and share your contacts

Here you can fully practice your right-click skills, because the main way to organize your contacts is the context menu. Open it by right-clicking the selected contact (see Figure 43).

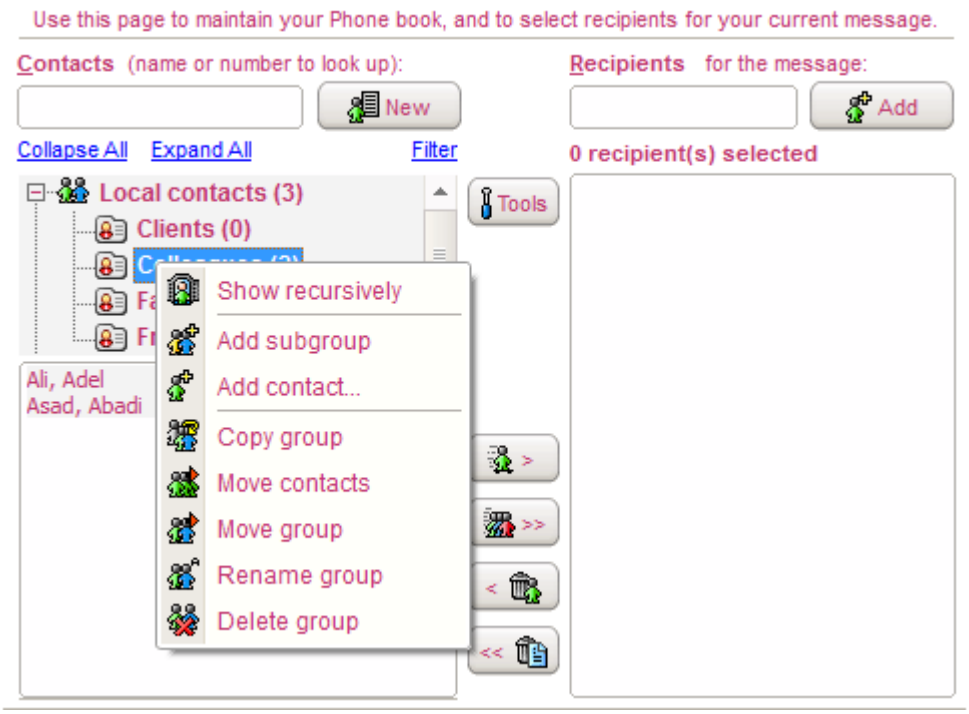



**Figure 43. The Contacts Context Menu.**

Using this menu you can choose one of the following commands:

- **Add contact (by copying)**: create a contact on the basis of the existing contact. As soon as you choose this command, the **Recipient Information** window is shown. It is now a new separate record in the database, but its fields are already filled in with the information related to the selected contact. Make the required changes to this information and save it as another contact.
- **Copy contact**: copy the current contact to another group or subgroup.

*Please remember that with **Copy contact** option the program creates a separate entry with a different unique key.*

- **Move contact**: move the contact to another group or subgroup;
- **Edit contact**: modify the details of the existing contact;
- **Delete contact**: remove the currently selected contact from the Phone Book.
- **Send contact as vCard**: this is one of the advanced features of newer MM versions. You can quickly share your contacts sending them in the widest-accepted vCard format (.vcf) suitable for exchanging contact information. However, only Nokia and Sony-Ericsson mobile phones are guaranteed to display vCard messages correctly, other brands may lose all or part of the information.

If you need to make changes to several contacts at once, please select contacts, right-click them and use the context menu. To select several contacts, press CTRL and click necessary contacts. If the contacts are consecutive, select the first item, hold the Shift key pressed and then press the Up or Down Arrow key.

### IV.1.g. How to organize groups and subgroups

Contacts in the Phone Book can be organized into multi-level groups and subgroups. The following groups are created automatically when you install the Message Manager:

**Clients**, **Colleagues**, **Family** and **Friends**. You can delete these groups, create new ones, and apply many other operations to your groups.

All these operations are performed through the context menu. To open it, simply right-click the name of the Group or the Subgroup (see Figure 44).

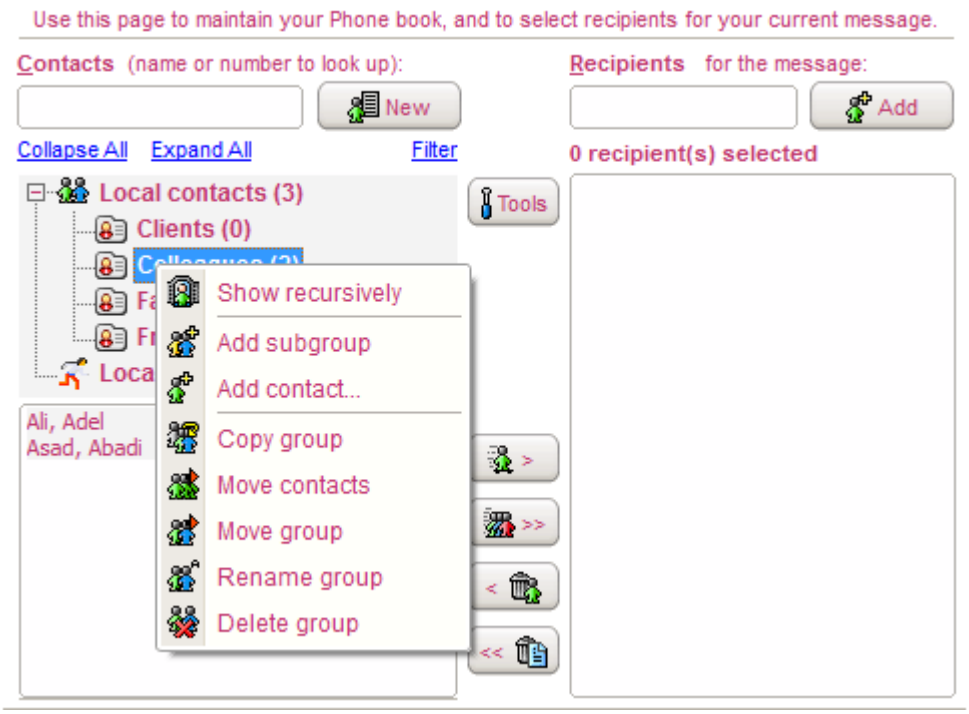



**Figure 44. The Groups Context Menu.**

The Group / Subgroup context menu allows you to:

- **Show recursively:** lists all contacts of this group and subgroups included;
- **Show normally:** lists contacts of this group only;
- **Add subgroup:** create a new subgroup in the selected group/subgroup;
- **Add contact:** add a new contact to the selected group or subgroup;
- **Copy group:** copy the current group to another group or subgroup;
- **Move contacts:** move all contacts from the selected group or subgroup to another group or subgroup;
- **Move group:** move the whole group or subgroup to another group or subgroup;
- **Rename group:** rename the selected group or subgroup;
- **Delete group:** remove the selected group or subgroup.

### IV.1.h. Distribution Lists

Using Distribution Lists is an indispensable method of streamlining your marketing activities. Your Administrator can compile a number of Distribution Lists related to your marketing needs. You can see them if you press the button highlighted in Figure 45.

**Figure 45. The Distribution Lists button.**

This invokes the Server Distribution Lists window, where you can select a Distribution List you need (see Figure 46). Please note that to configure the recipients range you must select the Distribution List first.

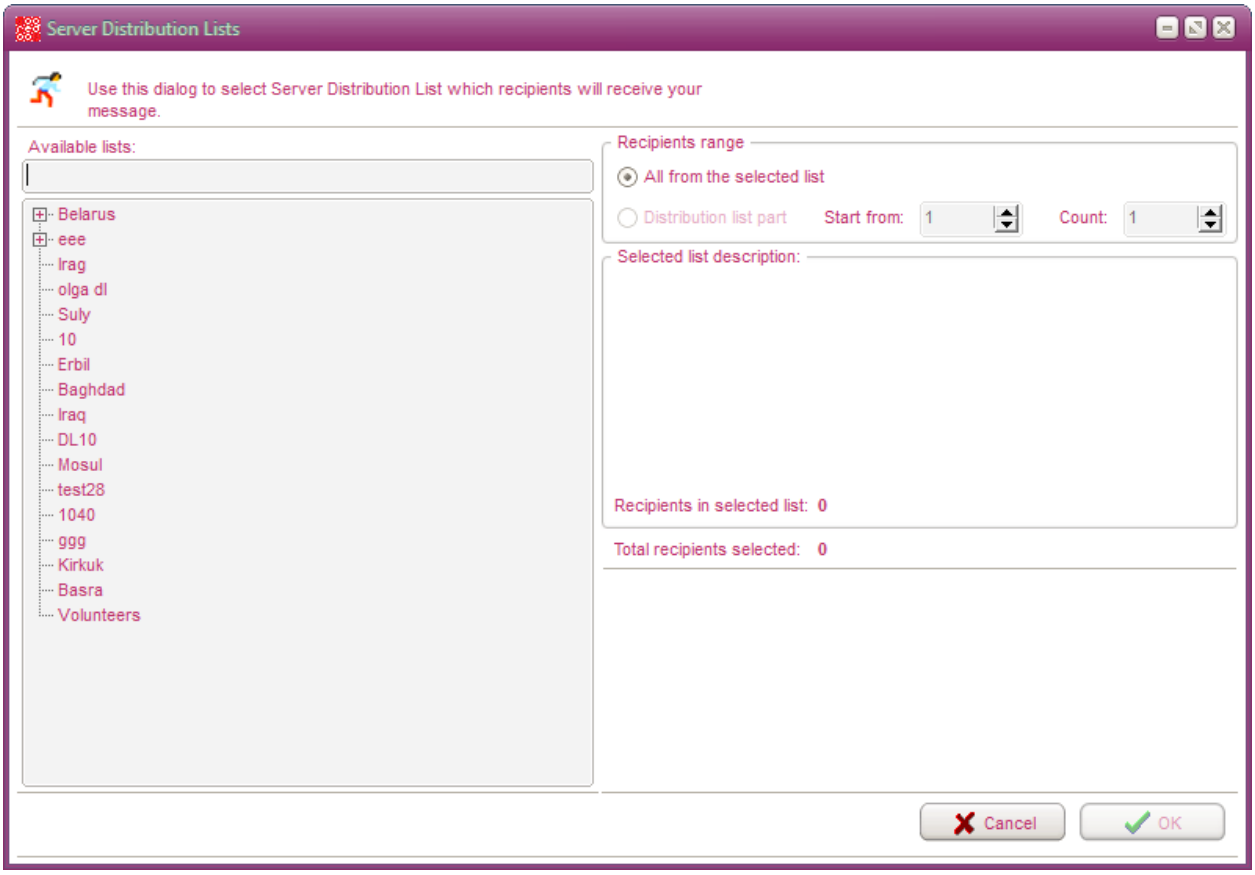



**Figure 46. Selecting a Distribution List.**

If you do not consider it necessary to send the message to all mobile numbers from the list, you can select the **Distribution list part** option and set the **Start from** and **Count** values on the right of the window (see Figure 47).

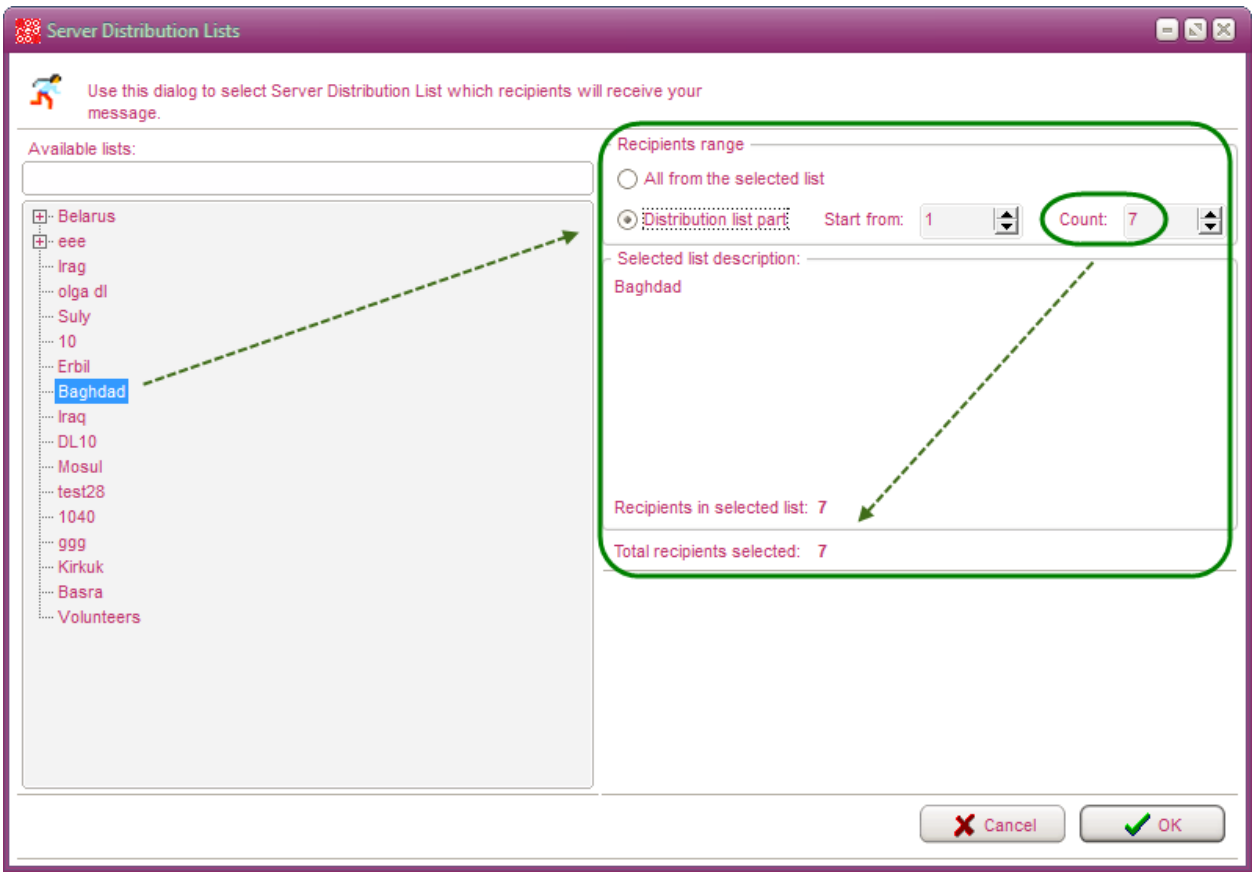



**Figure 47. Selecting a Distribution List.**

Press the **OK** button, and the Distribution List you chose (its description and number of recipients selected) appear in the **Send To:** field (see Figure 48).

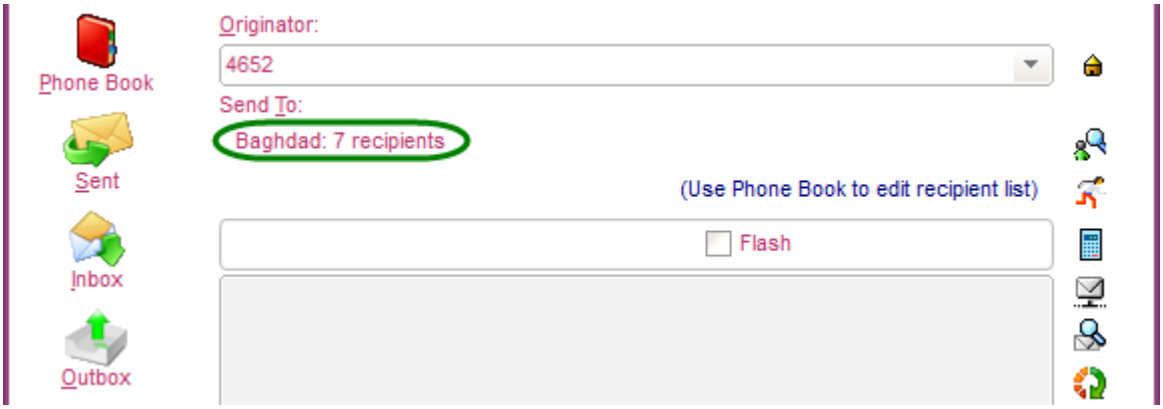



**Figure 48. The Send To field now has all the phone numbers from the Distribution List selected.**

*Please remember that you are charged for every message sent to the selected Distribution List, i. e. for as many messages as there are recipients in the list.*

## *IV.2. Advanced Tools*

The Message Manager allows you to replicate the Phone Book to the server, export and import the Phone Book and the Recipients List to / from external files and databases. To use these facilities, please click the Tools button (see Figure 49).

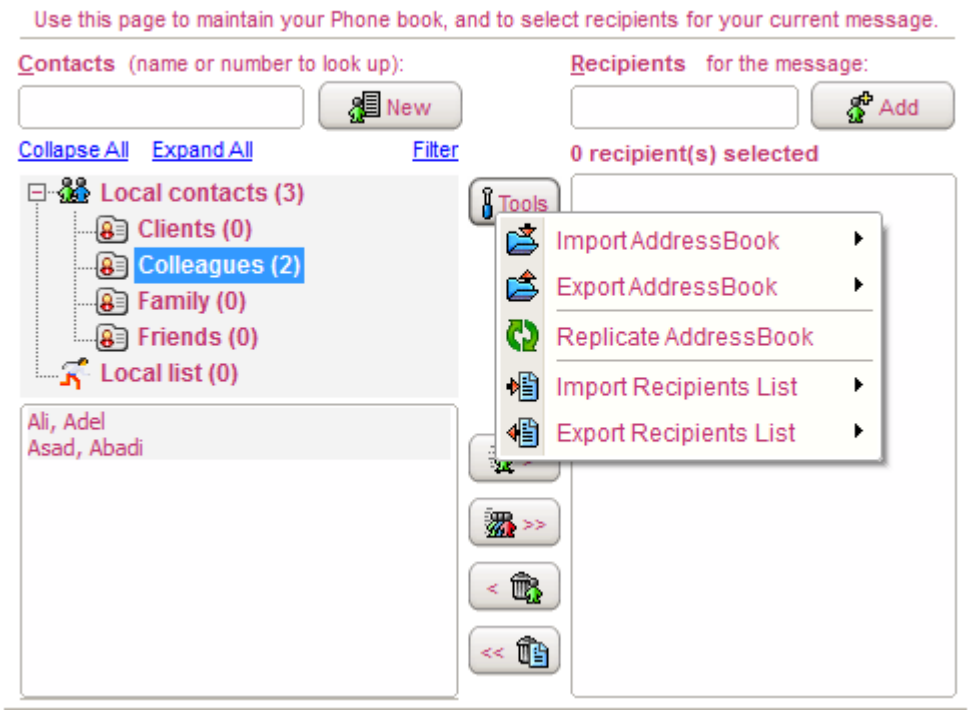



**Figure 49. The Phone Book Tools options.**

### IV.2.a. Export Phone Book / Recipients List

To export your **Phone Book / Recipients List**, click **Tools** → **Export Address Book** → **CSV File** or **Tools** → **Export Recipients List** → **CSV File.** Specify a convenient location and name for your file in the **Save As** dialog box.

*For exporting your **Phone Book / Recipients List** the Message Manager creates a .csv (Comma Separated Value) file. This format is probably the most popular one for transferring data from one application to another, because now the overwhelming majority of database systems are able to accept comma-separated data. You can read and edit this file by programs like MS Excel, MS Access and many others and save it as usual, just remember to keep .csv format.*

*The export facility is available for the users of the Corporate and Enterprise Editions ONLY.*

### IV.2.b. Import Phone Book / Recipients List

The Import feature allows you to add contacts to your Phone Book or only to your current Recipients List from external files and databases. The capabilities of the three editions are presented in the table below:

| *Import from* | Message Manager Editions | | | | | |
|---|---|---|---|---|---|---|
| | **Standard** | | **Corporate** | | **Enterprise** | |
| | Phone Book | Recipients List | Phone Book | Recipients List | Phone Book | Recipients List |
| ***CSV File*** | **+** | **+** | **+** | **+** | **+** | **+** |
| ***MS Outlook*** | **-** | **-** | **+** | **-** | **+** | **-** |
| ***Windows Address Book*** | **+** | **-** | **+** | **-** | **+** | **-** |
| ***Lotus Notes*** | **-** | **-** | **+** | **-** | **+** | **-** |
| ***MS Excel*** | **-** | **-** | **+** | **+** | **+** | **+** |
| ***MS Access*** | **-** | **-** | **-** | **-** | **+** | **+** |
| ***SQL Server*** | **-** | **-** | **-** | **-** | **+** | **+** |
| ***Oracle DB*** | **-** | **-** | **-** | **-** | **+** | **+** |
| ***ODBC Source*** | **-** | **-** | **-** | **-** | **+** | **+** |

To import data to your Phone Book / Recipients List from a .csv file, click **Tools→ Import Phone Book→ CSV File** or **Tools→ Import Recipients List→ CSV File.** Of course you can choose any other source type from the list.

In the **Import Phone Book / Import Recipients List** dialog box select the required file and press **Open**.

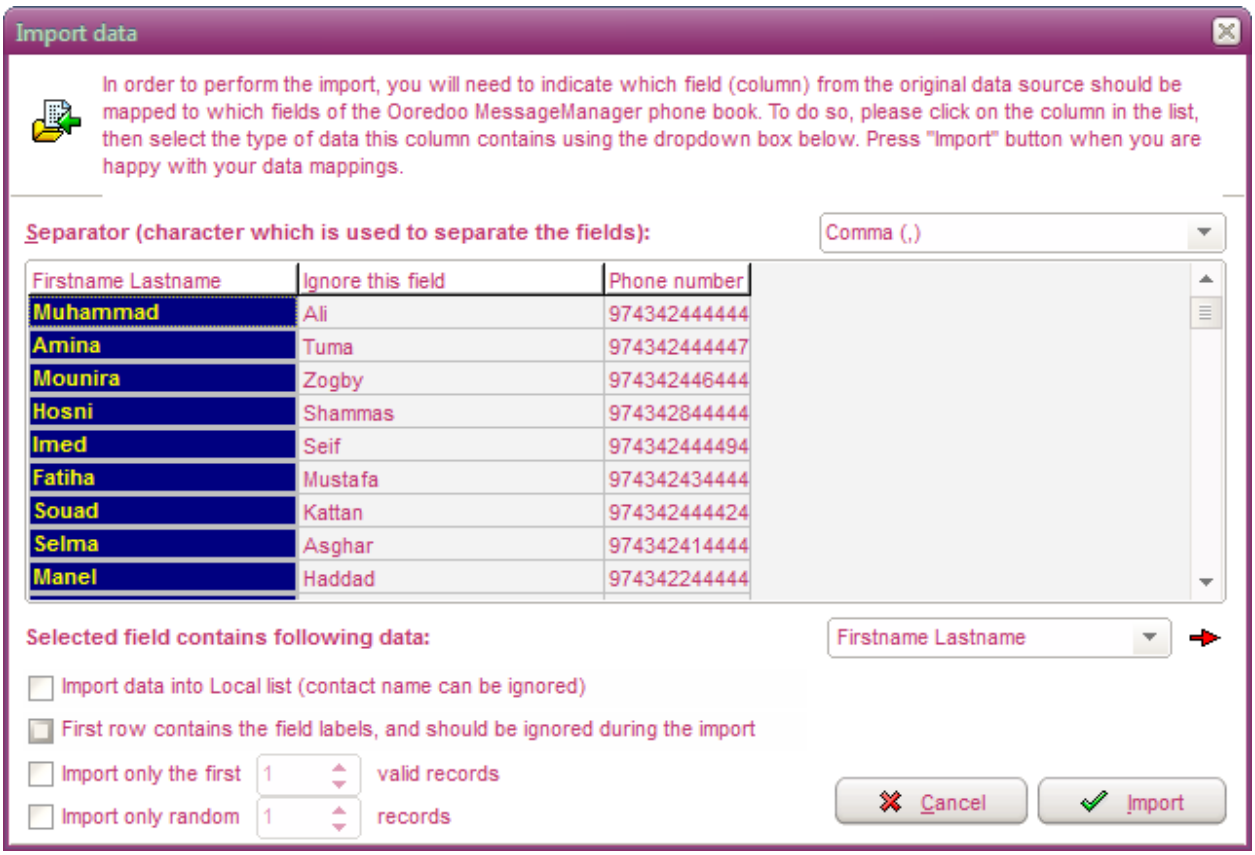

Import data
In order to perform the import, you will need to indicate which field (column) from the original data source should be mapped to which fields of the Ooredoo MessageManager phone book. To do so, please click on the column in the list, then select the type of data this column contains using the dropdown box below. Press "Import" button when you are happy with your data mappings.
Separator (character which is used to separate the fields):
Comma (,)
Firstname Lastname
Ignore this field
Phone number
Muhammad Ali 974342444444
Amina Tuma 974342444447
Mounira Zogby 974342446444
Hosni Shammas 974342844444
Imed Seif 974342444494
Fatiha Mustafa 974342434444
Souad Kattan 974342444424
Selma Asghar 974342414444
Manel Haddad 974342244444
Selected field contains following data:
Firstname Lastname
Import data into Local list (contact name can be ignored)
First row contains the field labels, and should be ignored during the import
Import only the first 1 valid records
Import only random 1 records
Cancel
Import

**Figure 50. Import from CSV Dialog Box.**

If you look at the column headings and their contents in Figure 50, you may see that the data fields of the external database do not correspond to the data fields provided by the Message Manager Phone Book. In order to import the contacts into the Phone Book properly, it is necessary to adjust the fields.

Select the separator that gives you the best view of the data fields taken from the external database: **Space**, **Tab**, **Comma**, **Semicolon**, **Pipe Character**. Then select the title for each column (the highlighted field in Figure 51), so that the Message Managercan place these data in the right field of the Recipient Information form (see Figure 34). The Message Manager does its best to properly recognize the fields, but anyway, it cannot predict all the versatility of human inventiveness, so it needs your valuable help.

Use the red arrow ➔ to move from column to column.

Choose **Ignore this field** from the list to stop importing this column. If you are importing a Recipients List, you can also choose **Custom field** for some of the columns if you are going to use the **Insert Custom Tag** option for writing messages in the Message Manager (more information about this option is given in Chapter III.1. Creating SMS Messages).

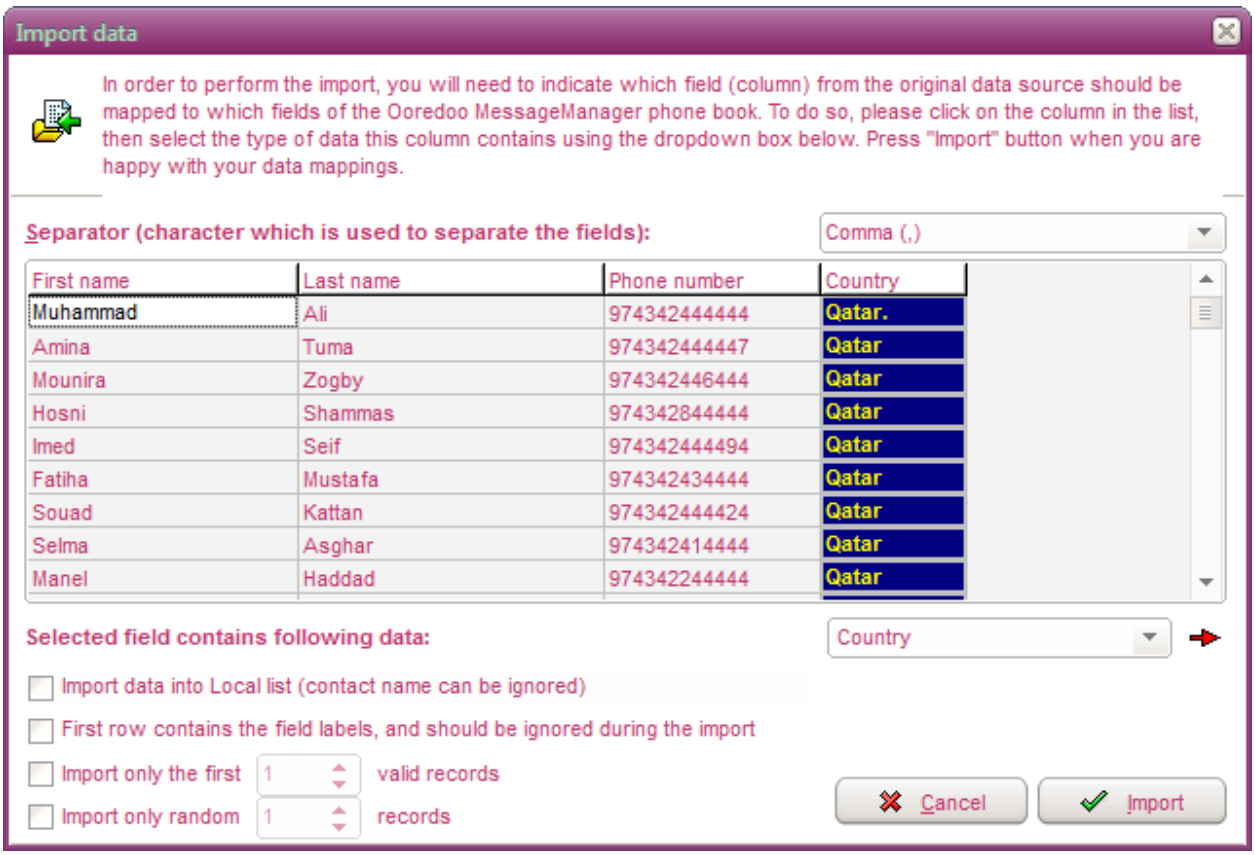



**Figure 51. Your .CSV file is now almost properly processed and ready to be imported.**

*Check your file to import before the actual importing. The .csv file in Figure 51 looks nice and the column headings seem to be fully corresponding to the fields in the Recipient Information form. However, Muhammad Ali's contact at the top will lose its Country information, because the name of his country (Qatar.) has a dot, which does not suit the entry (Qatar) from the Message Manager country database. Remove the dot (you have to do it in the source file and repeat the **Import** procedure again), and Mr. Muhammad Ali will find his country again.*

If you do not have the First Name / Last Name of the contacts, select **'Import data into Local list (contact name can be ignored)'** to import contacts with their phone numbers only.

Select **'First row contains the field labels, and should be ignored during the import'** if this option is relevant to the data fields you have.

If you have a file with 10'000 clients, for example, listed in it and you want to deliver a message to only a part of people from this list, you can use one of the two options: **'Import only the first [X] valid records'** or **'Import only random [X] records'**.

*The only difference in import of the Phone Book and the Recipients List is that while importing the second one you have the '**Check for duplicates while importing (slower)**' option instead of **'Import data into Local list (**contact name **can be ignored)'**.*

The procedure of importing Phone Book / Recipients List from other types of files is just as easy as importing from .csv file.

### IV.2.c. Replicate your Phone Book to the Server

If you want to synchronize the Phone Book changes in your computer and on the server, you must use the **Replicate Address Book** option in the Tools menu (see Figure 52). The functionality is available only if **Local Phone Book is private for me only** is selected (see Chapter II. Configuration for more details).

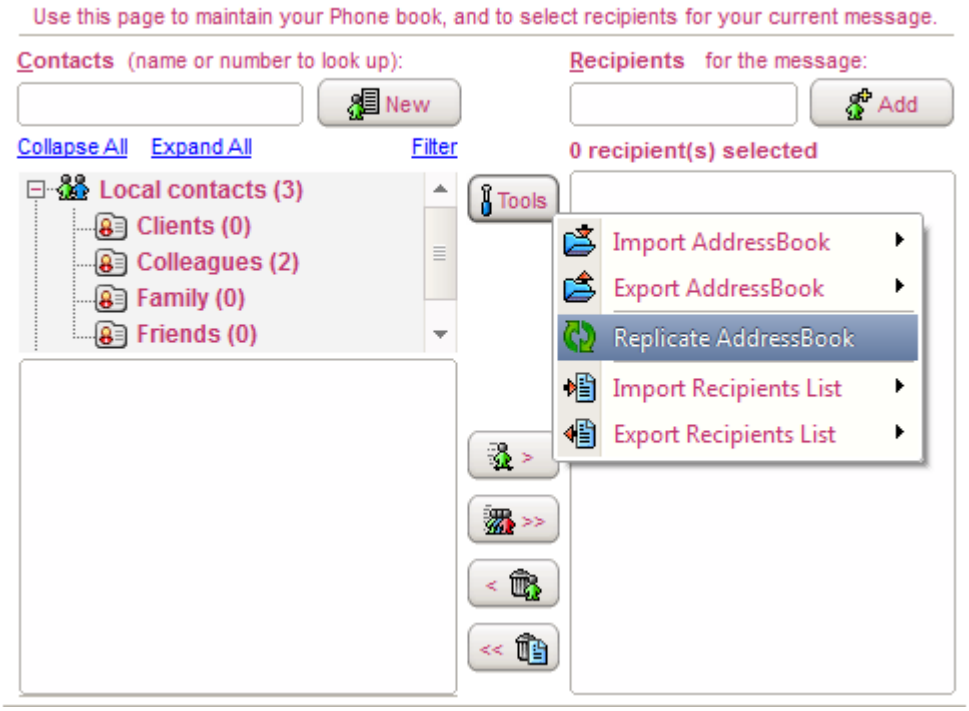



**Figure 52. Synchronizing your Phone Book with the server.**

As usual with synchronizing, the later changes take preference over the earlier ones.

*Please note that your Operator Admin can apply a limit on how many phone numbers from your Phone Book can be replicated. If you get a corresponding notification, you have to reduce the number of records in your Phone Book.*

## *IV.3. Phone Book database connection (Enterprise edition only)*

The top-level Enterprise edition of the Message Manager is equipped with an advanced function, which makes the Phone Book capacity virtually unlimited: lucky users of the Enterprise edition can place their contact database on the server of their company. This feature also allows other users of the company to connect to the company server and share the database (see Figure 53).

The connection can be established either with database files (MS Access or dBASE), or databases like Microsoft SQL Server, ORACLE, MySQL.

The editions other than Enterprise do not show the corresponding feature active.

**Figure 53. The Phone book database connection feature is active.**

### IV.3.a. Connecting to a database file

In order to connect to a file database on your server, you should first specify the **Data source** type, which can be an MS Access database, or a dBASE file, or other (see the drop-down list in Figure 53).

Please note that Data Sources available on your particular computer (hence, for your Message Manager) depend on your OS configuration. You may need to configure additional data sources for your needs in your system **Control Panel** (**Start** → **Control Panel** → **Administrative Tools** → **Data Sources**). For example, you may want to install additional database client drivers to access third party databases, such as MS Access or MySQL.

After you perform **Start** → **Control Panel** → **Administrative Tools** → **Data Sources (ODBC)** operation, you get the tabbed window shown in Figure 54.

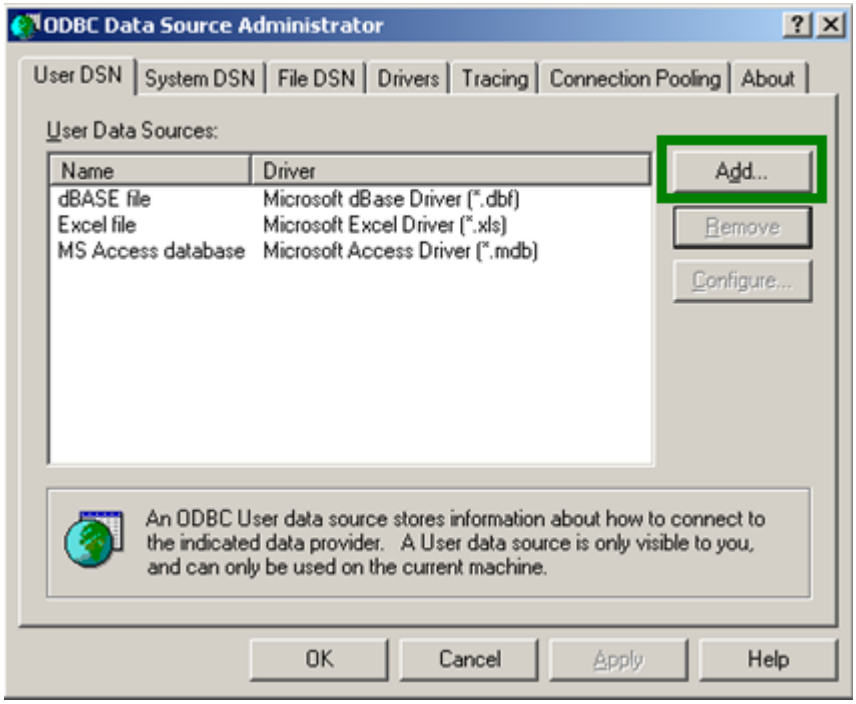



**Figure 54. The ODBC Data Source Administrator window.**

Press the Add button, and you get the next step, which is choosing a driver for your data source (see Figure 55).

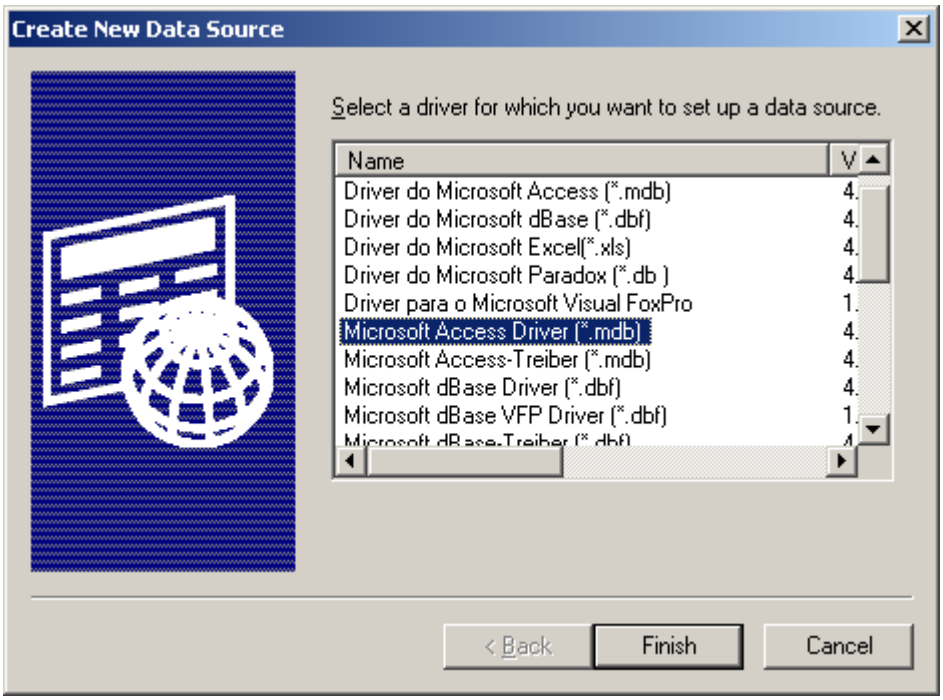

Create New Data Source
Select a driver for which you want to set up a data source.
Name
Driver do Microsoft Access (*.mdb)
Driver do Microsoft dBase (*.dbf)
Driver do Microsoft Excel(*.xls)
Driver do Microsoft Paradox (*.db )
Driver para o Microsoft Visual FoxPro
Microsoft Access Driver (*.mdb)
Microsoft Access-Treiber (*.mdb)
Microsoft dBase Driver (*.dbf)
Microsoft dBase VFP Driver (*.dbf)
< Back
Finish
Cancel

**Figure 55. Choosing a driver for your data source.**

After pressing the **Finish** button, you can give your data source a name and describe it so that others would know what it is all about Figure 56.

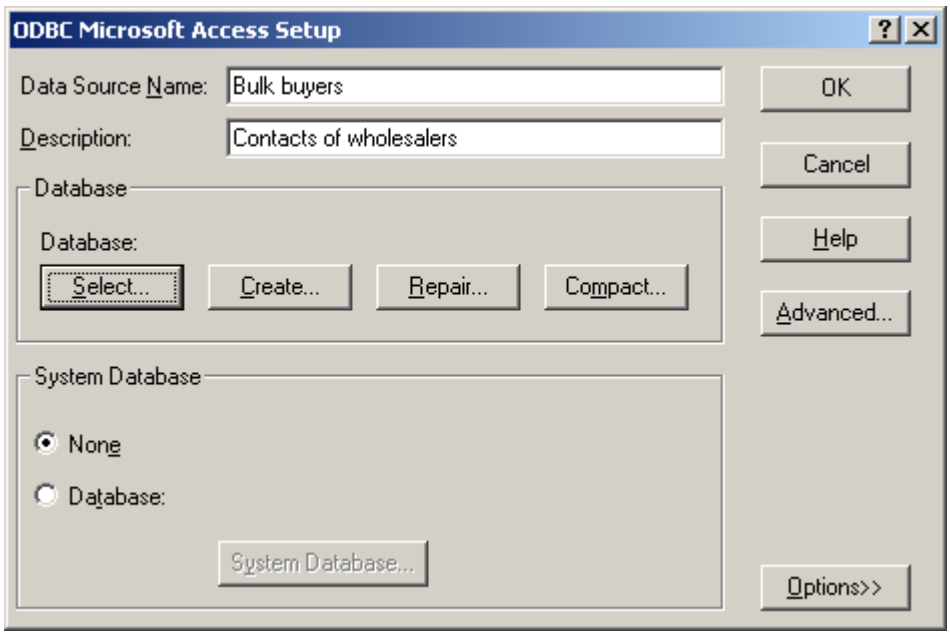



**Figure 56. Your database connection description.**

Here you can manage your database link, i. e., select it if it is the first time, create it, repair or compact it. **Select** is our choice now, which brings us to the Database selection form (see Figure 57).

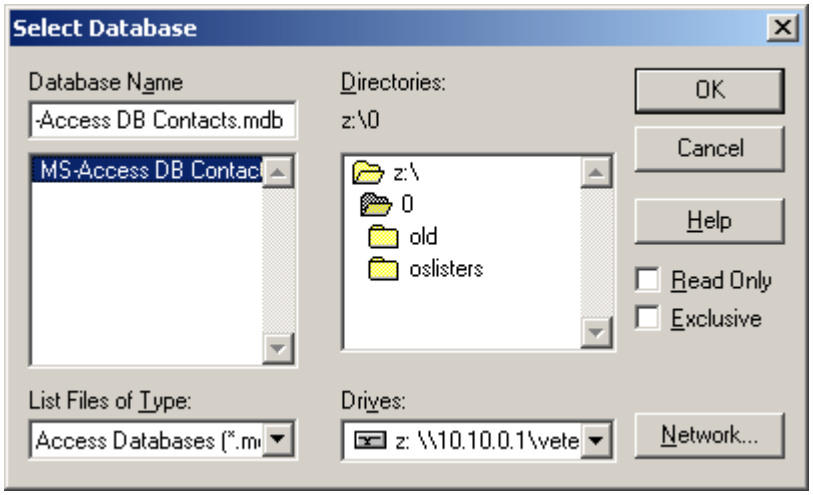



**Figure 57. Database selection.**

After you press the **OK** button, the form similar to Figure 54 returns, but now your newly created User Data Sources are present in the list (see Figure 58).

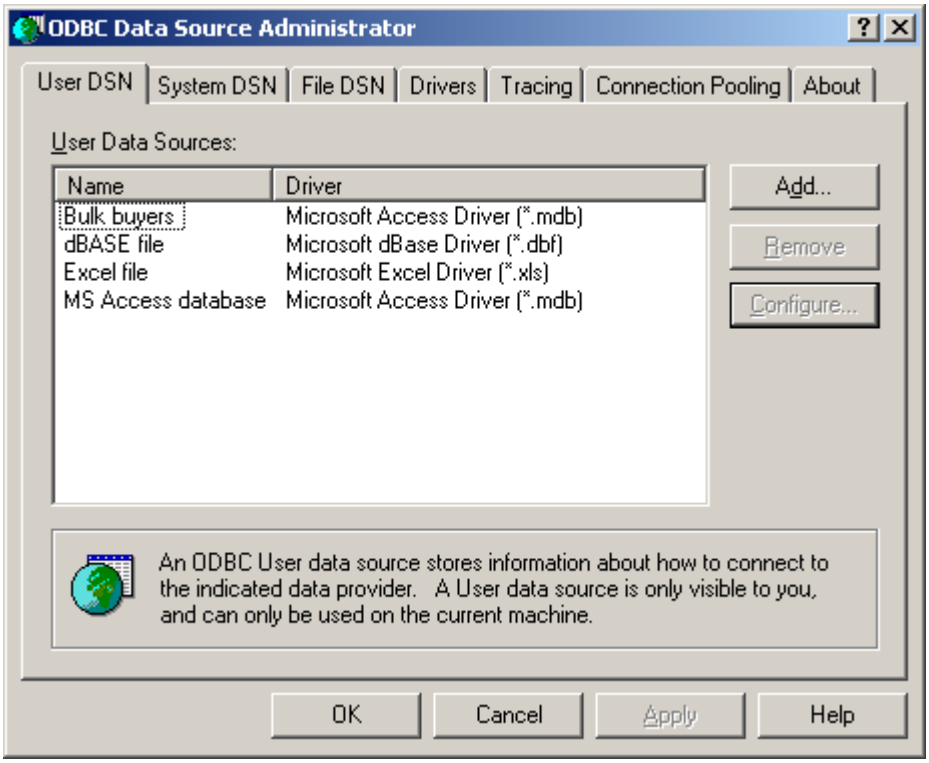



**Figure 58. Your new database source is present in the User Data Sources list for your OS.**

### IV.3.b. Connecting to a database server

When you are going to use the data sources defining connections to the database servers, the Message Manager will requests the data from the database servers operating in your network, for example, Microsoft SQL Server, ORACLE, MySQL or virtually any other DB server out there. For different types of database servers the parameters might be slightly different, but normally they include the connection settings, the database name, and the username/password**.**

In order to add new connections to your OS configuration, you should click **Start** → **Control Panel** → **Administrative Tools** → **Data Sources (ODBC)**, and get the form shown in Figure 55.

Press the Add button, and you get the next step, which is choosing a driver for your data source, but this time you must pick **SQL Server** (see Figure 59).

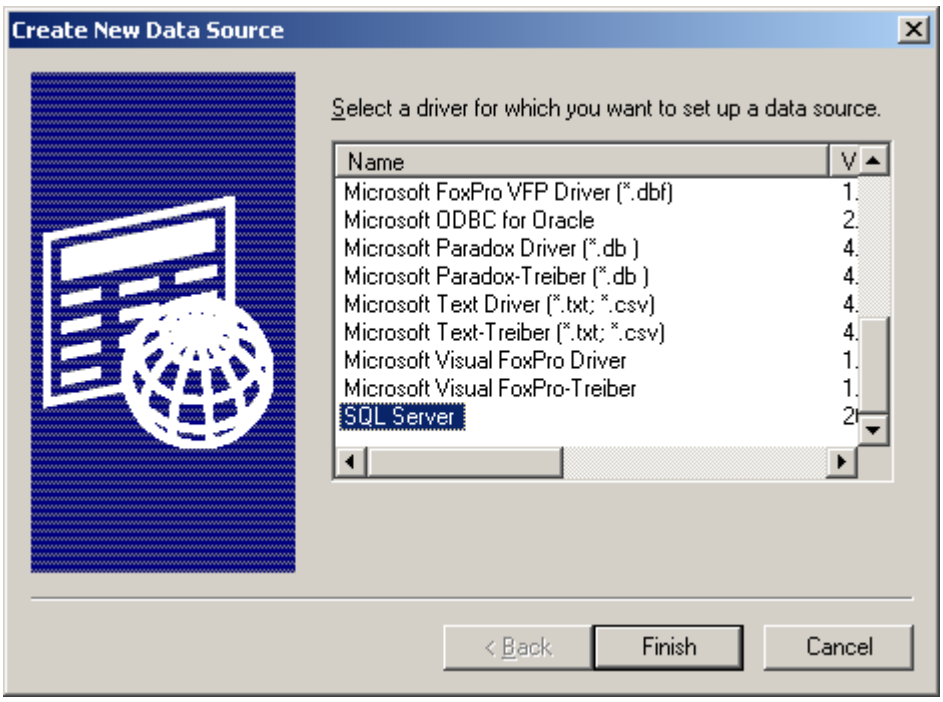



**Figure 59. Choosing SQL Server driver.**

The next step brings you to the form different from Figure 56 (see Figure 60).

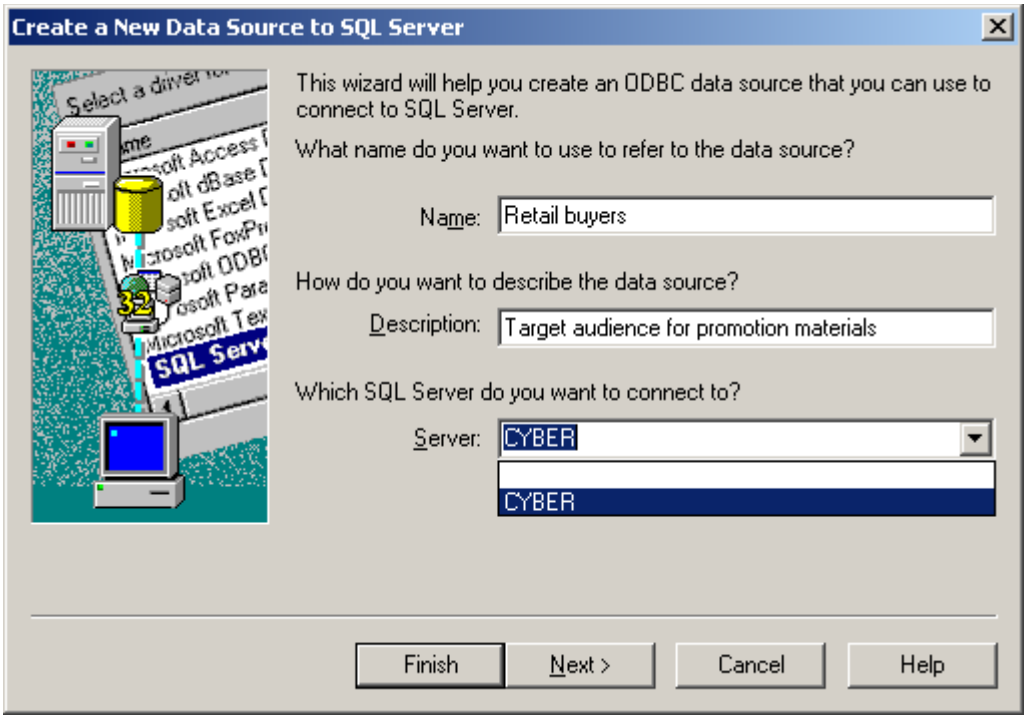

Create a New Data Source to SQL Server
This wizard will help you create an ODBC data source that you can use to connect to SQL Server.
What name do you want to use to refer to the data source?
Name:
Retail buyers
How do you want to describe the data source?
Description:
Target audience for promotion materials
Which SQL Server do you want to connect to?
Server:
CYBER
CYBER
Finish
Next >
Cancel
Help

**Figure 60. SQL server connection settings.**

As a rule, your Windows OS can find the available servers by itself, and all you have to do is to choose from the list and press **Next**, coming to Figure 61. Check the **SQL Server authentication…** option button, as you are going to work with a remote computer, and provide the Login ID and Password. Please contact your network Administrator for this information.

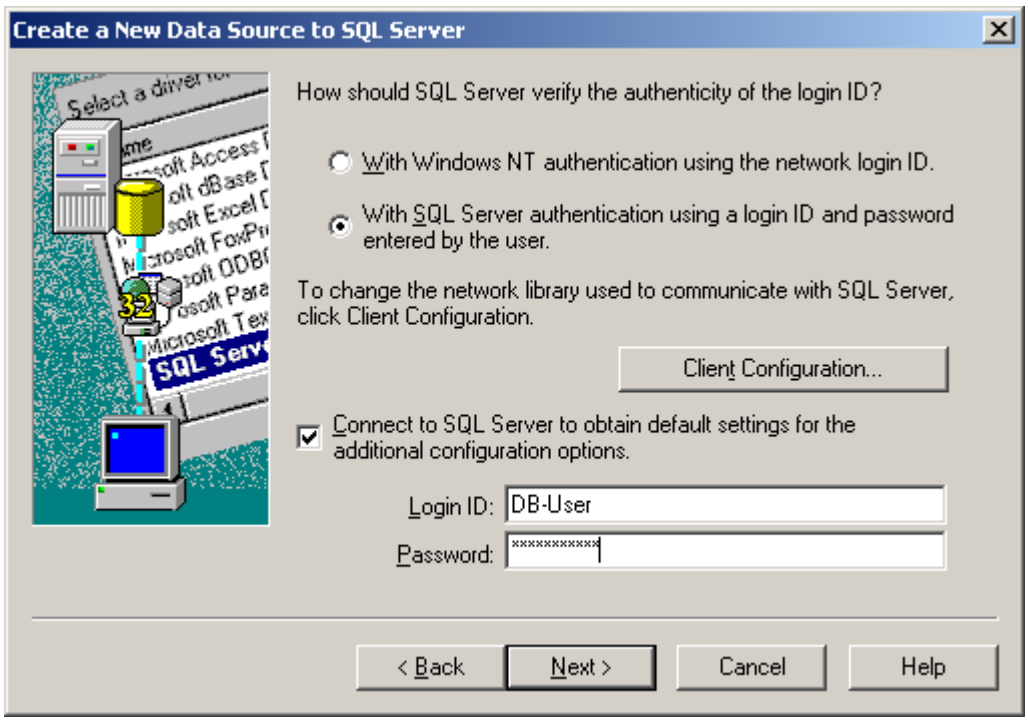

Create a New Data Source to SQL Server
How should SQL Server verify the authenticity of the login ID?
With Windows NT authentication using the network login ID.
With SQL Server authentication using a login ID and password entered by the user.
To change the network library used to communicate with SQL Server, click Client Configuration.
Client Configuration...
Connect to SQL Server to obtain default settings for the additional configuration options.
Login ID: DB-User
Password:
< Back
Next >
Cancel
Help

**Figure 61. Login ID and Password settings.**

The next form (see Figure 62) lets you choose the database:

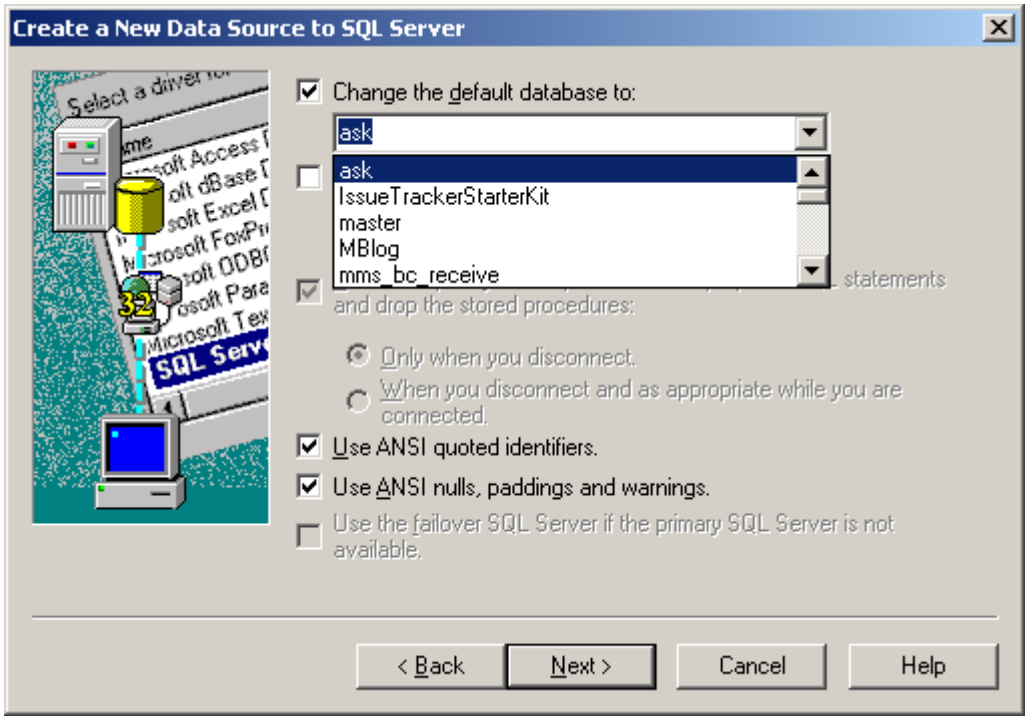



**Figure 62. Choosing the database.**

As for the next form (see Figure 63), the default settings work very well in most cases.

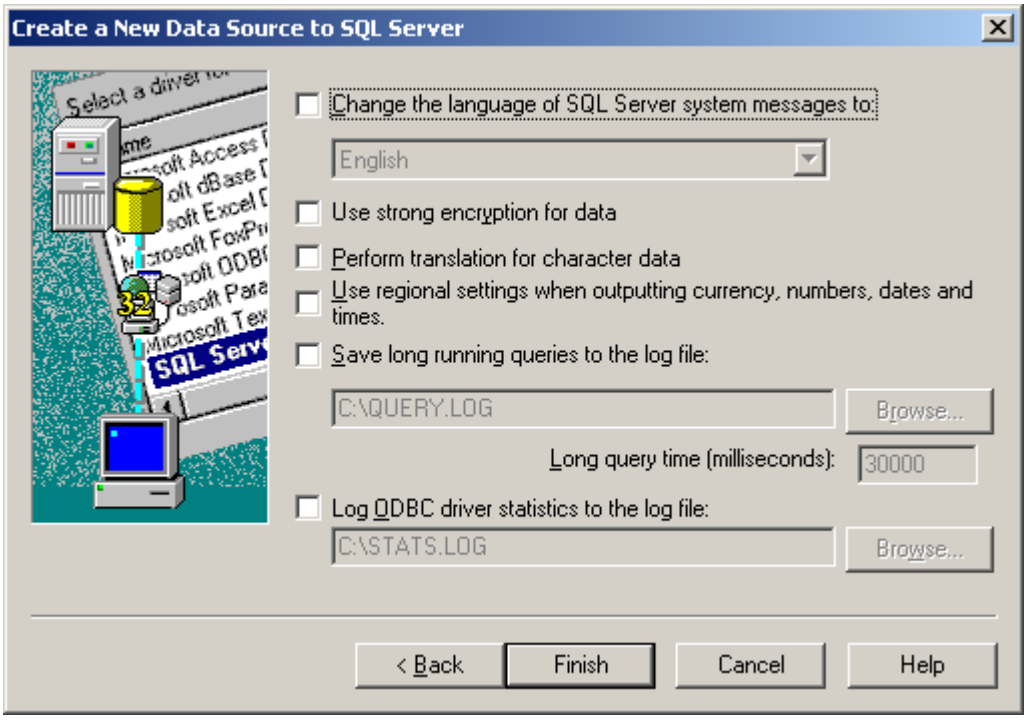



**Figure 63. Those default settings work very well in most cases.**

The next form (see Figure 64) shows you all the settings and allows you to test the connection.

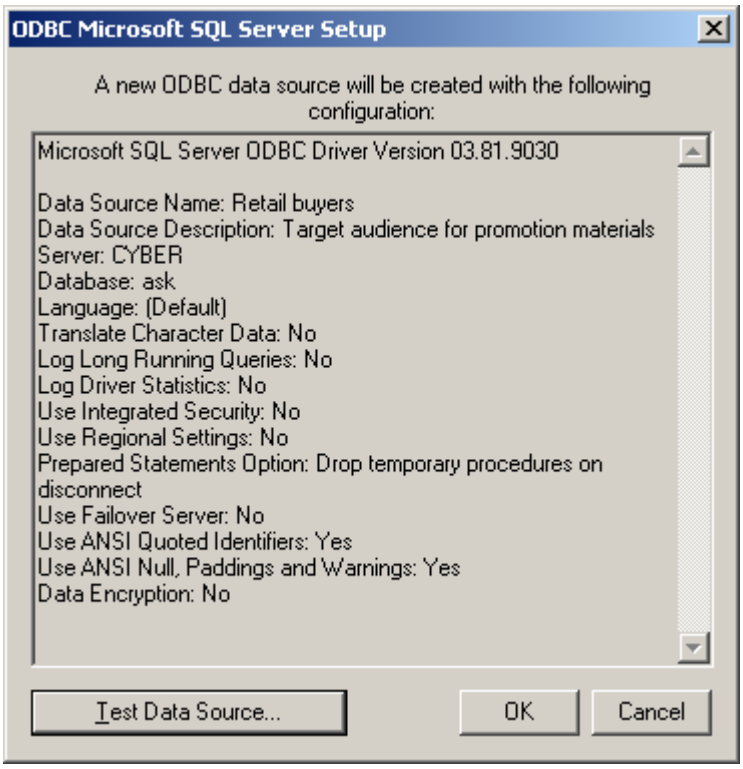

ODBC Microsoft SQL Server Setup
A new ODBC data source will be created with the following configuration:
Microsoft SQL Server ODBC Driver Version 03.81.9030
Data Source Name: Retail buyers
Data Source Description: Target audience for promotion materials
Server: CYBER
Database: ask
Language: (Default)
Translate Character Data: No
Log Long Running Queries: No
Log Driver Statistics: No
Use Integrated Security: No
Use Regional Settings: No
Prepared Statements Option: Drop temporary procedures on disconnect
Use Failover Server: No
Use ANSI Quoted Identifiers: Yes
Use ANSI Null, Paddings and Warnings: Yes
Data Encryption: No
Test Data Source...
OK
Cancel

**Figure 64. The connection settings confirmation.**

Press the **Test Data Source** button, and you must get Figure 65 indicating that the tests have been completed successfully.

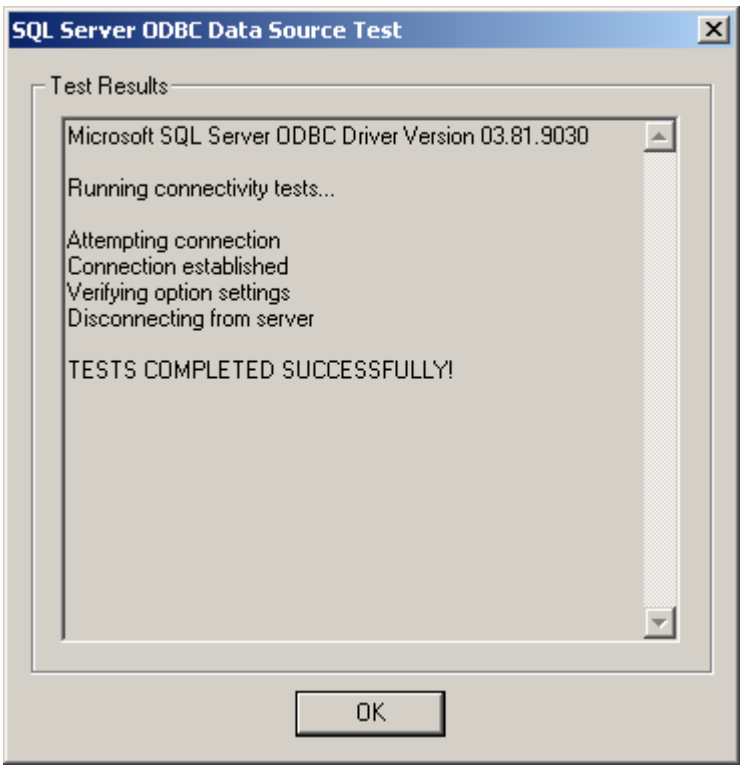



**Figure 65. Test result window.**

The final outcome of your actions must be two types of data sources (**Bulk buyers** and **Retail buyers**) in the User Data Source list (see Figure 66).

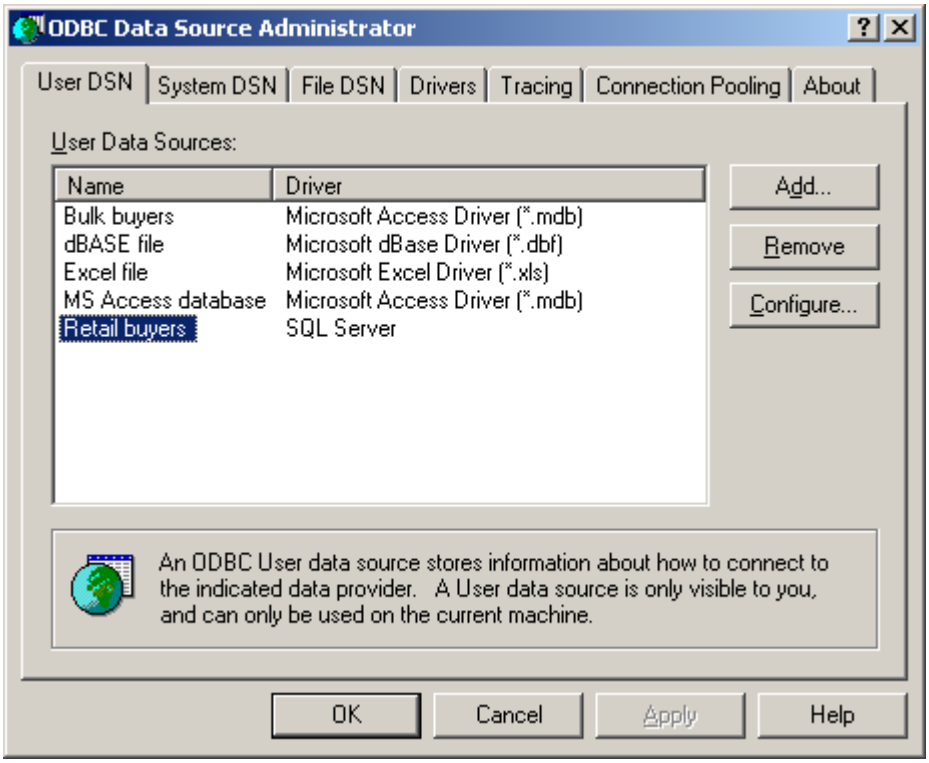



**Figure 66. The new list of User Data Source.**

So both connection types must result in the new connection appearing in the Message Manager, in the **Data Source** drop-down menu.

You can then see your newly created User Data Source in the **Data Source** drop-down menu, the **Phone book database connection** section, the **Configure** form (see Figure 67).

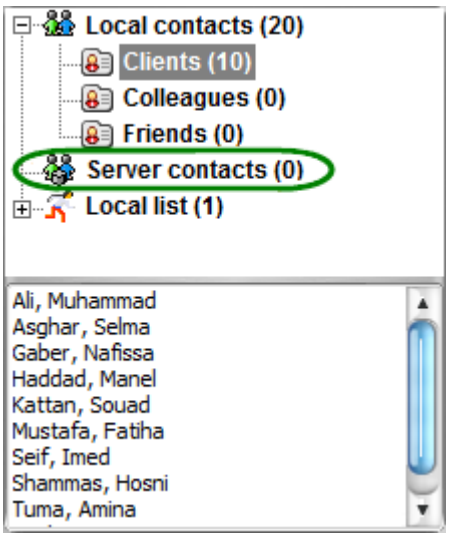



**Figure 67. Your new database sources are present in the User Data Sources list in your Message Manager.**

If you choose the necessary data source and then go to the **Phone Book** form, you will feel the power of your company because you will see the **Server** contacts group appears in your **Phone Book**, fully at your disposal.

# V. Reviewing your Sent messages

This form displays all sent and stored messages. You can view, resend and delete messages here (see Figure 68).

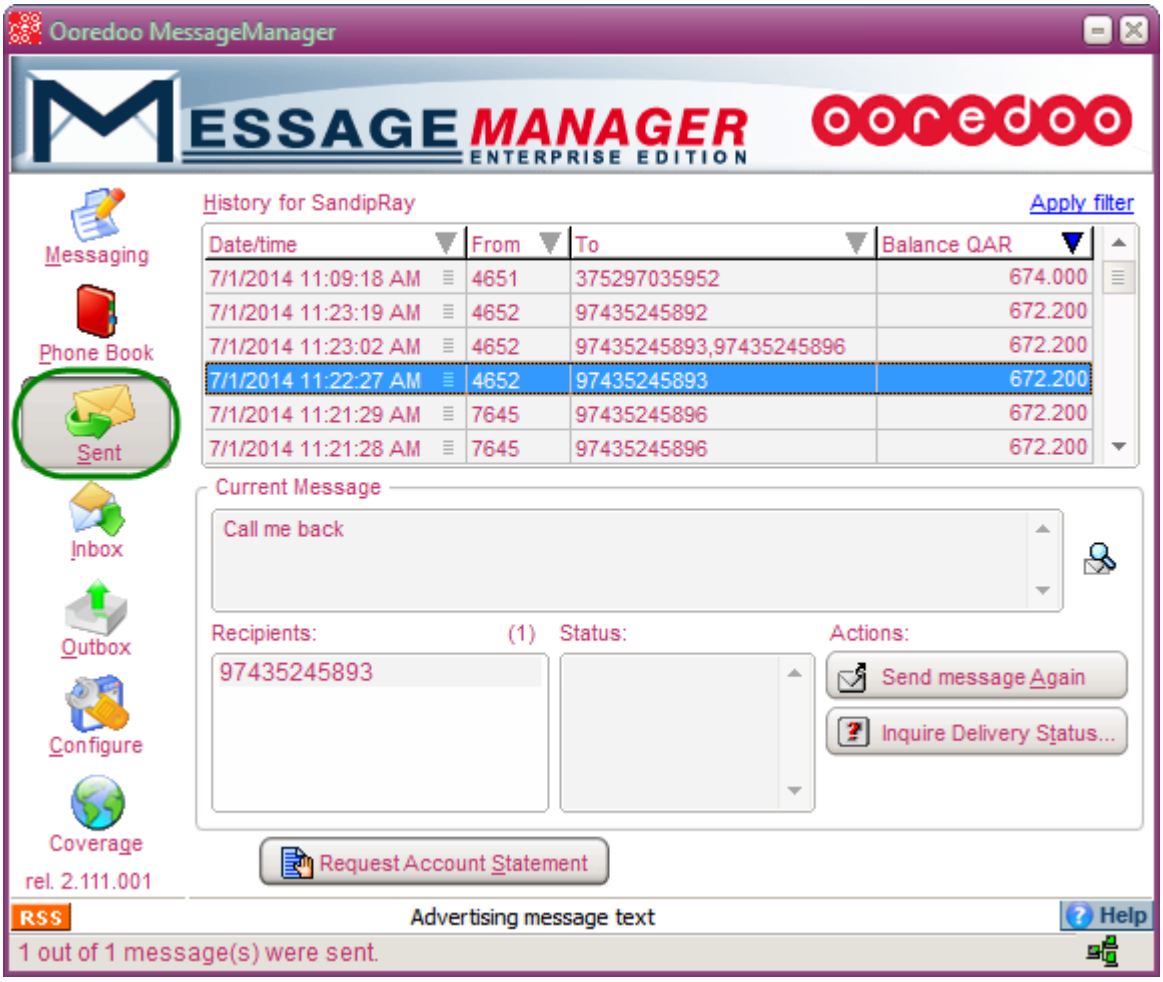



**Figure 68. The Sent window.**

When you select a message, you can see its contents in the **Current Message** field, preview it by selecting different phone models, check the message's recipients and status in the **Recipients** field and the **Status** field correspondingly. Please note that in Figure 68 you cannot see the message in the **Current Message** field, because the selected one is an MMS message (hence also the different number in the **Balance** field). If you want to see the content, press the **Play** button on the right.

To find out the status of the message, select the message and click the **Inquire Delivery Status** button, and then choose one of the two forms of status enquiry, simple and detailed one (see Figure 69).

**Figure 69. The Inquire Delivery Status menu.**

The simple status enquiry provides statistical information about the general number of successfully delivered messages, the number of delivery failures, and the number of pending messages. Thus, in Figure 69 we press the **Inquire Delivery Status**, and the Message Manager shows: 'Status: 2 Delivered' (see Figure 70).

**Figure 70. The Status field.**

The detailed enquiry allows you to find out the exact delivery status for every recipient of the message by selecting the **Inquire Delivery Details** option (see Figure 71). Please note that this option is available only for messages sent to multiple recipients.

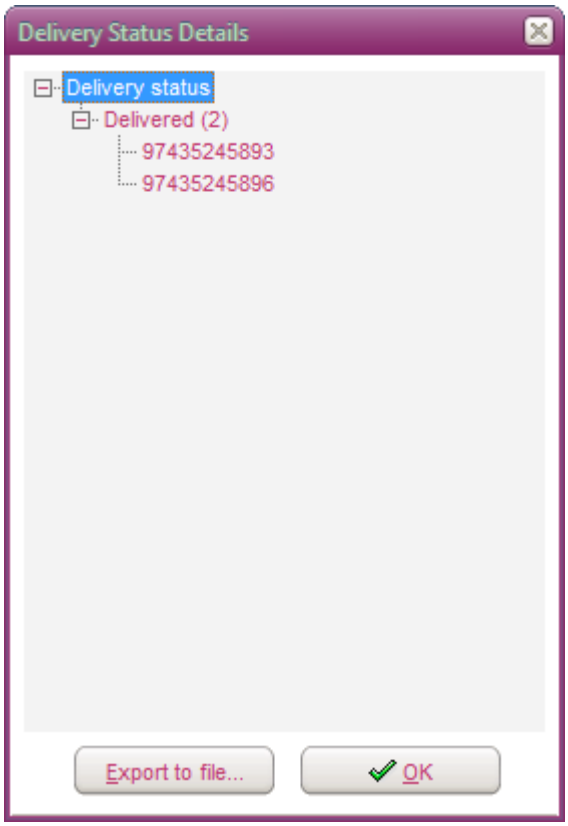
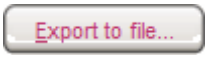



**Figure 71. The Delivery Status Details window.**

You can send this report to the external file by pressing the **Export to file** button. Click the **OK** button to close this window.

To export delivery status details, please click the 

button, shown in Figure 71.

If the message was not delivered or you have any other reason to resend the message, it is easy to do it. To resend the message, select it and click the **Send message again** button. Then you will be directed to the Messaging form.

You can get Account Statement information from this form by clicking the **Request Account Statement** button. The web browser then opens and your Account Statement page is loaded (see Figure 72). You can find out your current balance, the history of

Account refills and Account activity. You can also refill your account here. To do it, click the **Refill your Account** link and follow the instructions.

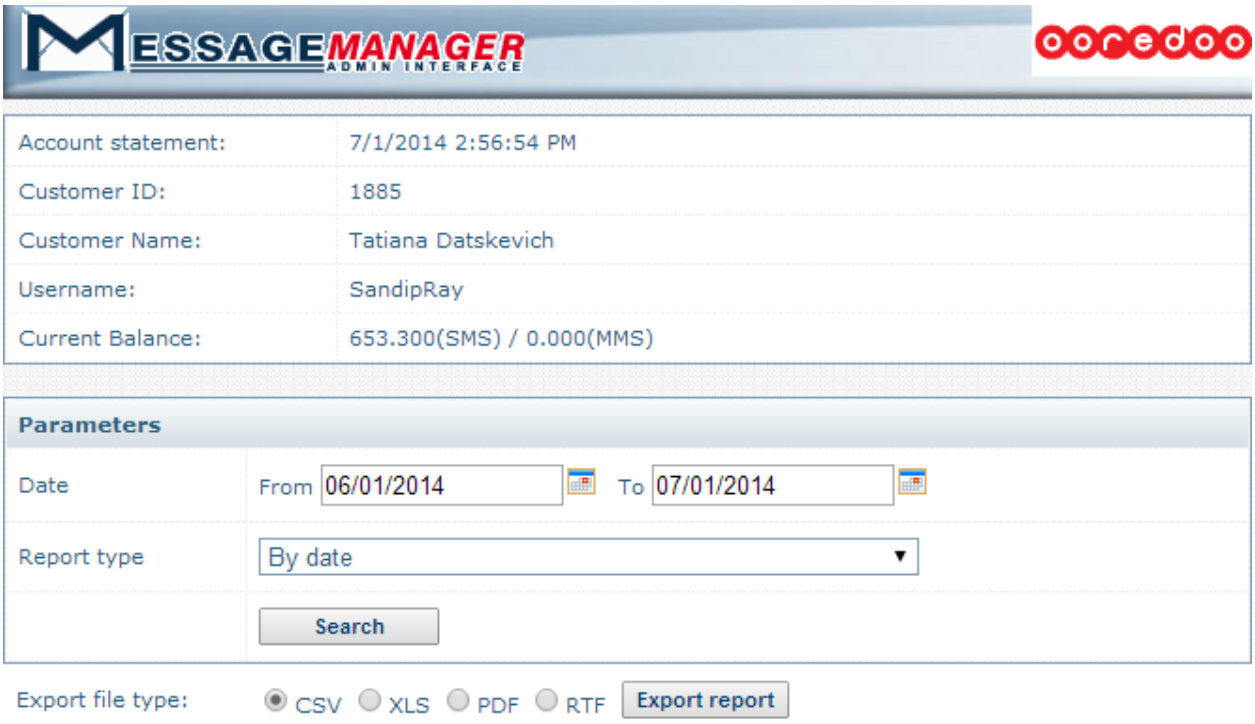



**Figure 72. The Account Statement window.**

If you have to find a particular message, you can do it with the help of the **Apply filter** link in the upper right corner of the form and open the **History filter** form (see Figure 73).

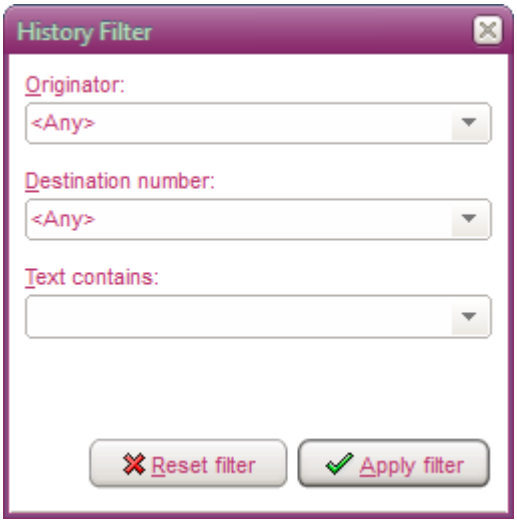



**Figure 73. The History Filter form.**

You can filter the messages using the criteria of **Originator**, **Destination number**, **Text contains** or any combination of them.

*If you search by the Destination number, you have to enter the complete number, not just part of it.*

After adjusting the filter and pressing the **Apply filter** button you will see that the **Apply Filter** link is changed to the **FILTERED (Click to change)** link in the Sent window (see Figure 74).

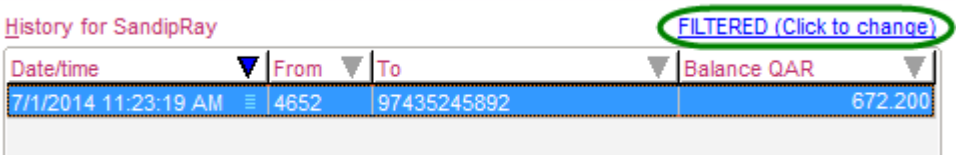



**Figure 74. After applying the Filter options.**

# VI. Handling and analyzing Inbox messages

The Inbox feature lets you receive SMS and MMS messages directly to MM. SMS and MMS messages are sent from regular mobile phones to a special shortcode provided by your Operator. This feature can be used for establishing effective feedback with your current and potential clients. Please note that the feature availability depends on the Operator settings.

When you first go to the Inbox section, you see a page similar to Figure 75.

**Figure 75. Inbox message list.**

You may want to click **Inbox Options** for the beginning, which brings you to a pretty self-explanatory form (see Figure 76).

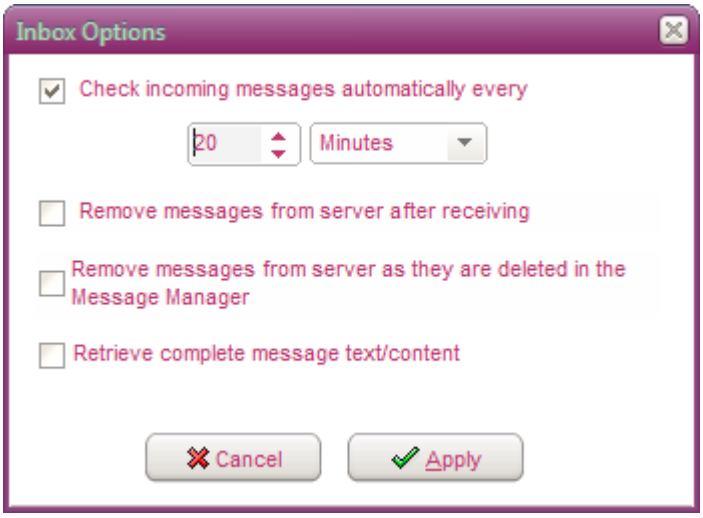



**Figure 76. The Inbox Options window.**

Here you can:

- Define how often your incoming messages are to be checked. If you leave the box unchecked, you have to click the **Receive New Messages** button every time you want to see the updated list.
- Specify whether you want your incoming messages to be removed from the Operator server after they are received or after they are deleted in your MM.
- You can also choose to retrieve complete text / content of the messages, but it may mean a lot of unnecessary Internet traffic expenditures. It is more advisable to highlight the necessary message in the list and then click **Receive Message Text** button. After that the message text / content appears in the **Current Message** field.

You can also delete or forward the message, reply to it, or add the sender number to the Phonebook (note the corresponding buttons for this).

If you need the message to be used for external needs, you can export its content with the help of the **Export Selected** button.

In the status column of Inbox messages you can see an icon that is changed according to a message status (Unread, Read, Exported, Replied, Forwarded, etc.).

*Please note that your Operator may charge you for sending the auto replies and for forwarding from your Inbox.*

## *VI.1. Analyzing Inbox messages for opinion polls*

Besides simple managing incoming messages, your Inbox can become a powerful instrument for analyzing them and presenting the analysis results in a vivid chart. This feature is especially helpful when you conduct an opinion poll via SMS and get standard answers from your interviewees (for example, '*always*', '*sometimes*', and '*never*').

To perform the analysis, click the **Analyze** button, shown in Figure 77.

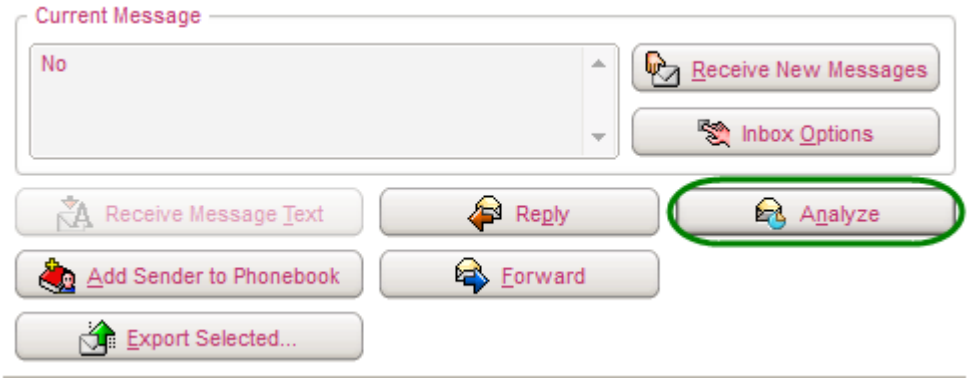



**Figure 77. The Analyze button.**

You are then prompted to specify the period for analysis in Figure 78.

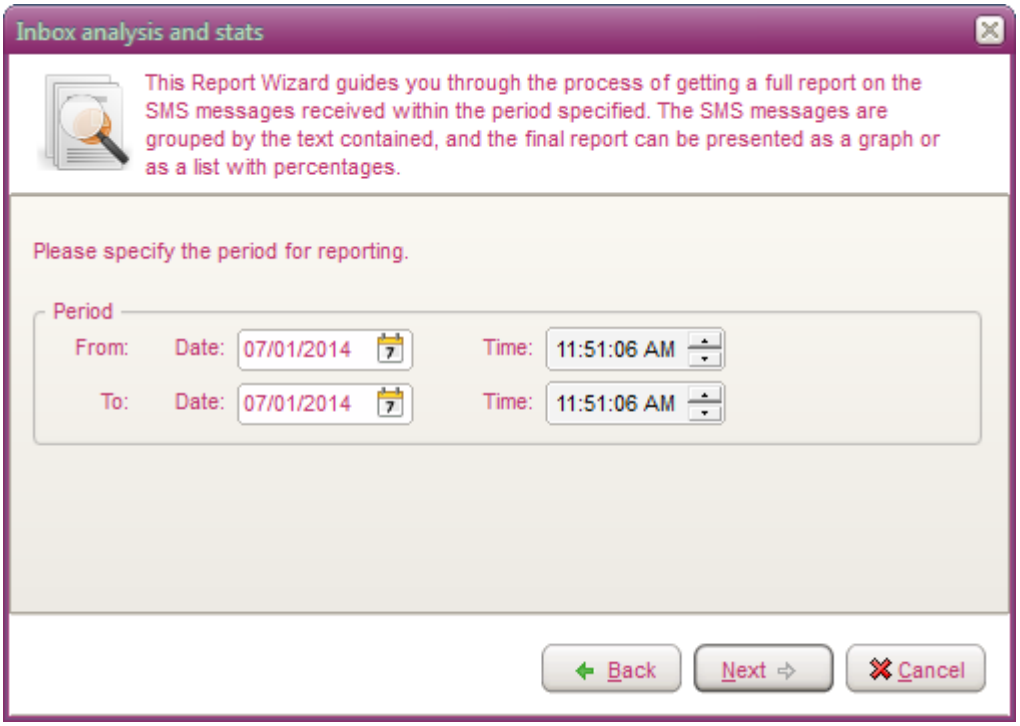

Inbox analysis and stats
This Report Wizard guides you through the process of getting a full report on the SMS messages received within the period specified. The SMS messages are grouped by the text contained, and the final report can be presented as a graph or as a list with percentages.
Please specify the period for reporting.
Period
From: Date: 07/01/2014 Time: 11:51:06 AM
To: Date: 07/01/2014 Time: 11:51:06 AM
Back
Next
Cancel

**Figure 78. The Inbox analysis and statistics window.**

After the period is set, you can choose whether to ignore the letter case or not. After that you are to select the report type, and chart type if appropriate (see Figure 79).

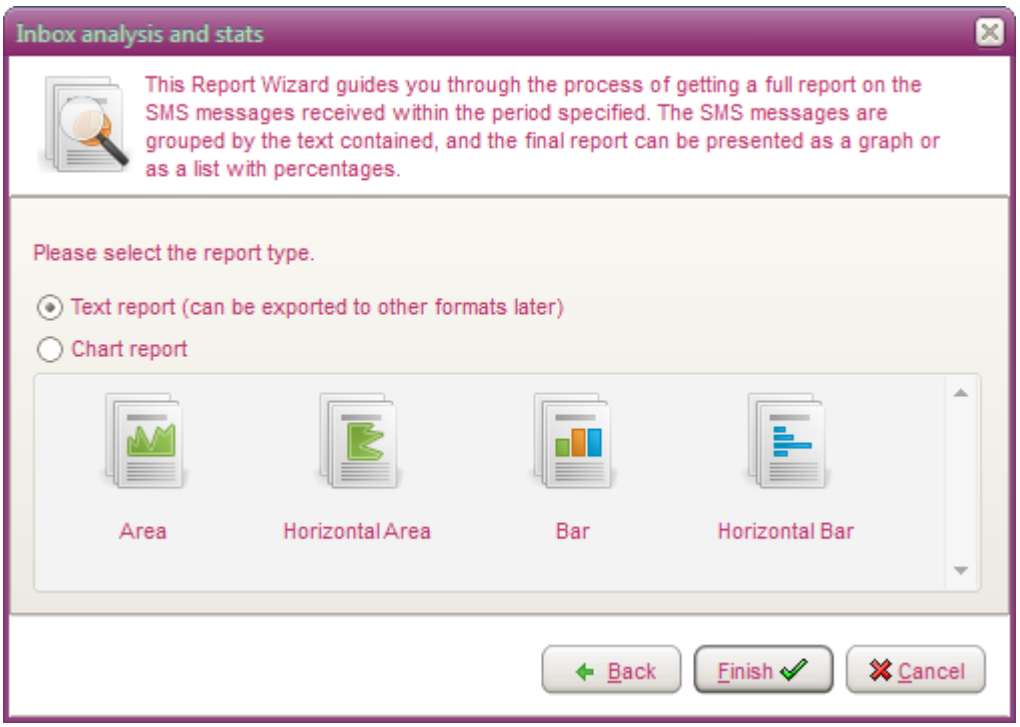

Inbox analysis and stats
This Report Wizard guides you through the process of getting a full report on the SMS messages received within the period specified. The SMS messages are grouped by the text contained, and the final report can be presented as a graph or as a list with percentages.
Please select the report type.
Text report (can be exported to other formats later)
Chart report
Area
Horizontal Area
Bar
Horizontal Bar
Back
Finish
Cancel

**Figure 79. Selecting a report type.**

Alternatively, you can get the text report which can be later exported to other formats (for example, to.csv).

As a result, you get a chart, shown in Figure 80.

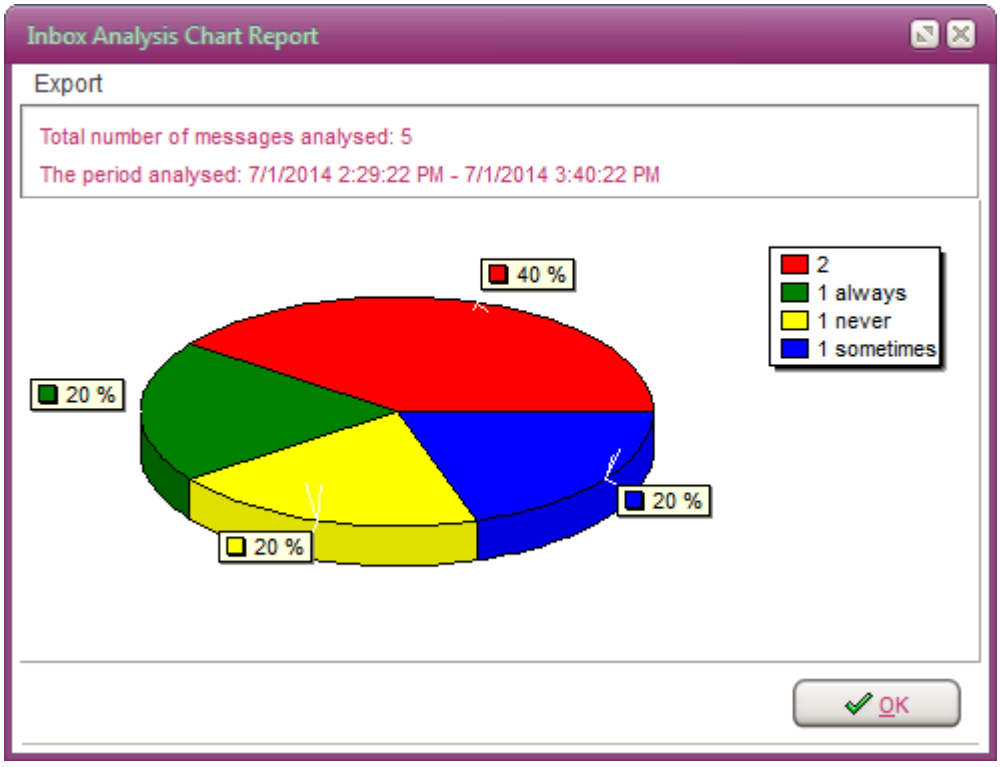



**Figure 80. Viewing the report result.**

Please note that in order to correctly analyze ALL incoming messages (both read and unread) you have to select the **Retrieve complete message text / content** option box. If you do not do that, the unread messages in the Inbox are treated as text-free and analyzed accordingly.

# VII. Managing messages to be sent from the Outbox

The **Outbox** stores all rejected, blacklisted, or wrong coding messages not possible to send (see Figure 81).

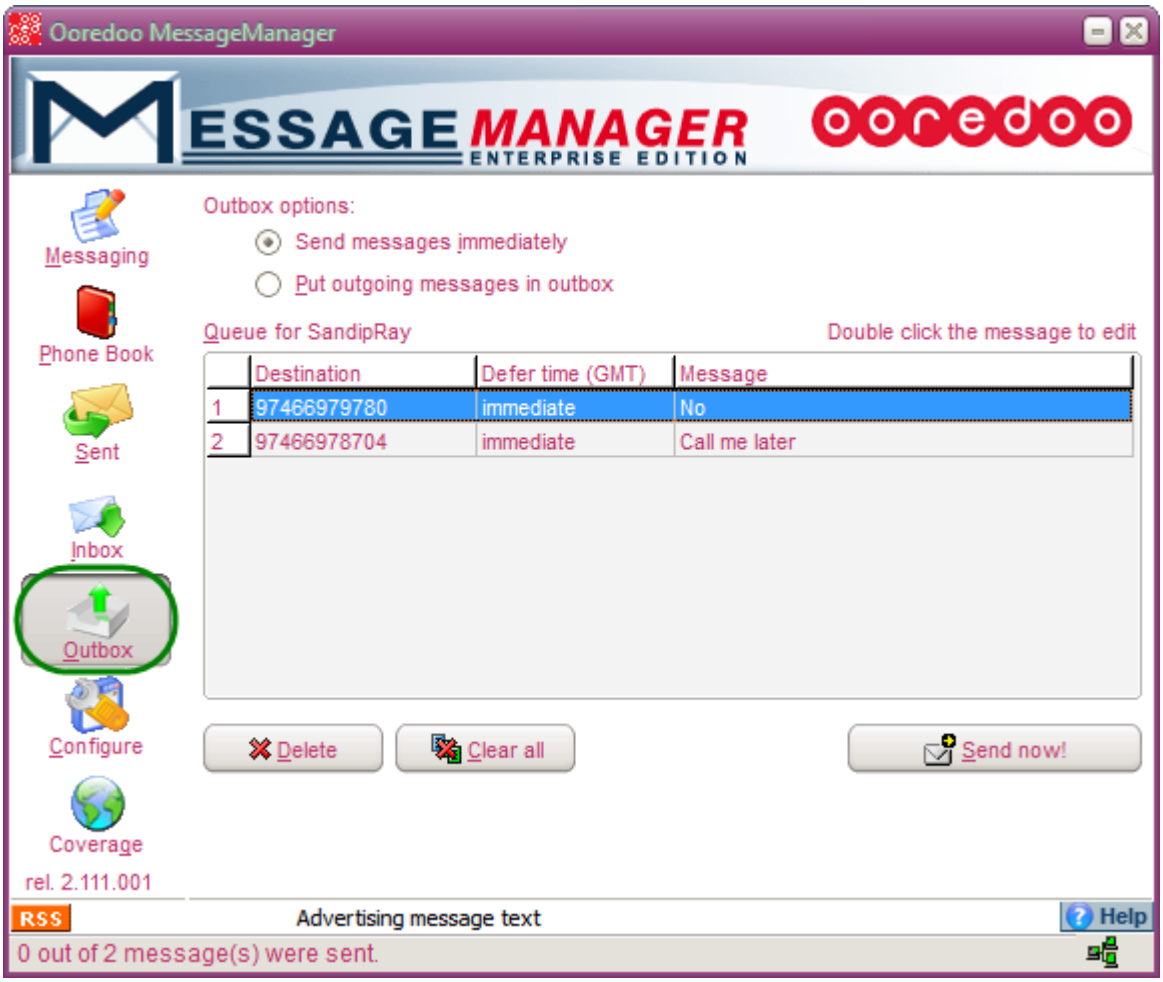
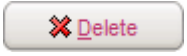



**Figure 81. The Outbox form.**

To give yourself a second chance to review the messages, you must activate the Outbox tool. Please open the Outbox window and click the **Put outgoing message in outbox** option at the top. In this case all outgoing messages are not sent immediately but, instead, are put on queue so that you can return to them later to edit and resend them.

If you choose **Send messages immediately**, it deactivates the Outbox facility and your messages are sent as soon as you press the **Send** button in the Messaging window. Then you will have to look for your messages in the **Sent** window.

When the message is queued in the Outbox, you can see the message **Destination**, **Defer time (GMT)** (the **Deferred delivery** option is described in the Chapter III.6. Sending SMS or MMS Messages) and the beginning of the **Message** text.

To delete a message from the queue, select it and click the  button.


To clear the whole list of messages, click the button.


To send a message, click the button.


If you double click the message, the Messaging form opens. You can edit the message there, for example, change the text or the recipient. To save the changes, press **Send**

at the bottom of the Messaging window. This places your message into the Outbox again (but only if the **Put outgoing message in outbox** feature is activated).

# VIII. Updating your Coverage map

The Coverage information is used to allow the Message Manager to determine which GSM Operator (or Network) and which country an SMS / MMS message must be sent to (see Figure 82). This information is used to validate the destination phone number and to compute the cost of sending the message. It is not possible to send messages to the networks that are not listed in the Coverage database.

Ooredoo MessageManager
MESSAGE MANAGER
ENTERPRISE EDITION
ooredoo
Messaging
Phone Book
Sent
Inbox
Outbox
Configure
Coverage
rel. 2.111.001
Coverage area information:
Country lookup:
Operator lookup:
Country | Code | Network | TimeZone | SMS Cost | MMS Cost
Afghanistan | 93 | GSM | +4 | 1.800 QAR | 2.000 QAR
Albania | 355 | GSM | +1 | 1.800 QAR | 2.000 QAR
Algeria | 213 | GSM | +1 | 1.800 QAR | 2.000 QAR
Andorra | 376 | GSM | +1 | 1.800 QAR | 2.000 QAR
Angola | 244 | GSM | +1 | 1.800 QAR | 2.000 QAR
Argentina | 54 | GSM | -4 | 1.800 QAR | 2.000 QAR
Armenia | 374 | GSM | +4 | 1.800 QAR | 2.000 QAR
Aruba | 297 | GSM | -4 | 1.800 QAR | 2.000 QAR
Ascension | 247 | GSM | 0 | 1.800 QAR | 2.000 QAR
Australia | 61 | GSM | +10 | 1.800 QAR | 2.000 QAR
Australian External T | 672 | GSM | +10 | 1.800 QAR | 2.000 QAR
Austria | 43 | GSM | +1 | 1.800 QAR | 2.000 QAR
Azerbaijan | 994 | GSM | +1 | 1.800 QAR | 2.000 QAR
Bahrain | 973 | GSM | +3 | 1.800 QAR | 2.000 QAR
Bangladesh | 880 | GSM | +6 | 1.800 QAR | 2.000 QAR
RSS
Advertising
Help
0 out of 2 message(s) were sent.

**Figure 82. The Coverage Area Information table.**

This table displays the list of countries covered by GSM operators available for you according to the settings of your operator and according to the packages you have bought to pay for the Message Manager service. The Coverage Area Information is represented by the following fields:

- **Country:** the name of the country the Network is operating in;
- **Code:** the phone code of the country;
- **Network:** the name of the GSM operator which provides the service in the country. Note that you can send messages only to those operators that are listed in the Message Manager Coverage Database;
- **TimeZone:** Difference, in hours, between the local time in this Network country, and the Greenwich Mean Time (GMT). In some countries there are several time zones. Minimum and maximum GMT difference values are indicated in these cases, separated by comma. For example, USA setting have a GMT Difference of '-8,-10';
- **SMS Cost:** indicates whether the Network supports SMS. If it does, the price of SMS is also shown;

- **MMS[3]Cost:** indicates whether the Network supports MMS. If it does, the price of MMS is also shown.

You can perform search using the criteria of **Country lookup**, **Operator lookup** or both. Please type the name of the Country or Operator (Network) in the relevant search box. You do not have to use wildcard characters like '*' or '?', as the Coverage list automatically jumps to display all the search terms which contain the string of the symbols you typed (not necessarily in the beginning of the word).

[3] Please confirm availability of this service from your Operator.

# Outro

## *RSS news feed*

While RSS service is not directly related to immediate functions of the Message Manager, it is still an important part of business communication for many companies. If you click the **RSS** button in the bottom-left corner of the form, the RSS Reader Settings form appears, where you can tune the feature to your current needs (see Figure 83).

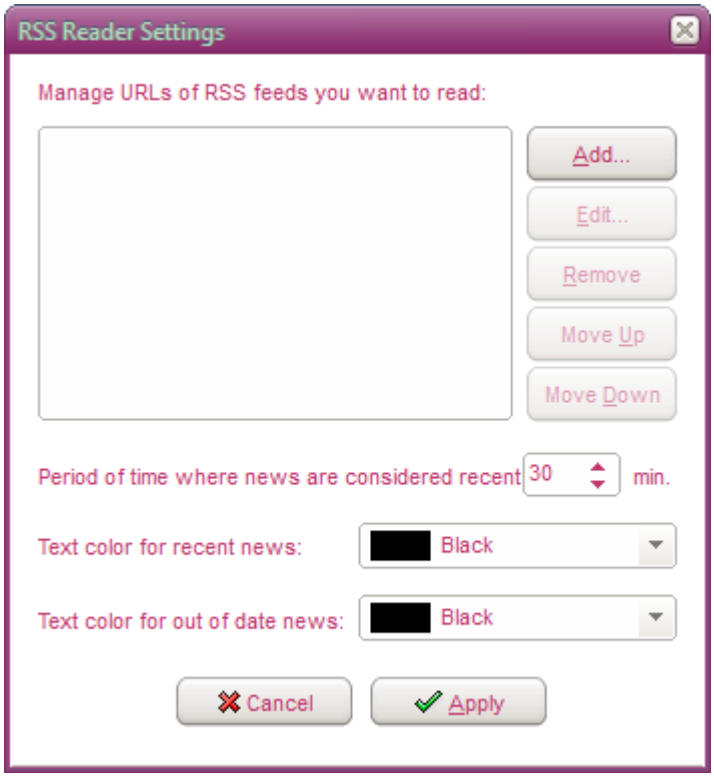



**Figure 83. The RSS Reader Settings form.**

After the setup you can see the news headlines at the bottom of your Message Manager window (see Figure 84).

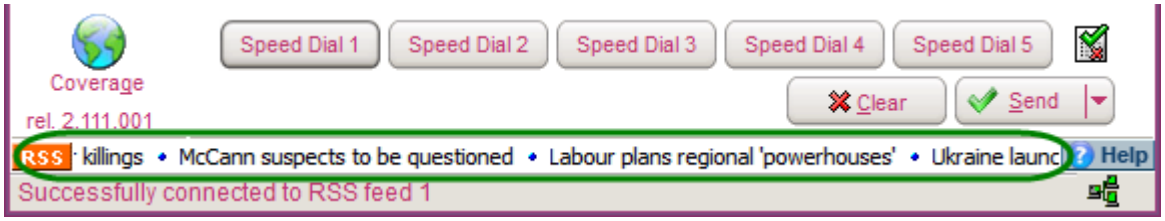



**Figure 84. Up-to-date RSS news on your Message Manager window.**

You can also share RSS information with your partner or client, sending it as SMS messages (see Chapter III.4. Creating a message from RSS feed for details).

## *Edition differences*

There are three versions of the Message Manager: Standard, Corporate and Enterprise. The differences among the versions are the following:

1) The number of recipients to whom you can send messages at once:
   - in the Standard Edition you can send messages up to 2000 recipients,
   - in the Corporate Edition the maximum is 10’000,

- and in the Enterprise Edition it is up to 3'000'000.

2) The number of contacts the Internal Phone Book can contain:
   - up to 2000 contacts in the Standard Edition,
   - for the Corporate and Enterprise Editions this number is 2'100'000.
3) Only the Enterprise Edition users can access the Server Phone Book.
4) The Personalizing Features and Custom Tags are available only in the Corporate and Enterprise Editions.
5) In the Standard Edition it is possible to import the Recipients List and Phone Book contacts only from .csv files or Windows Address Book, whilst the users of the Corporate Edition can import them also from MS Excel, MS Outlook, MS Access and Lotus Notes. And the Enterprise edition allows its users to import data from all the above-mentioned sources plus from SQL Server, Oracle DB, and ODBC Source.
6) Only the users of the Enterprise and Corporate Editions can export Contacts and Recipients.

## *Frequently Asked Questions*

***-I need to send a message of more than 160 characters. Can I do it?***

As you may already know, one Latin SMS message can be up to 160 characters, and languages with alternative code tables (like Arabic or Bulgarian) can contain up to 70 characters. The Message Manager can send longer messages by splitting them into several ones. Please note that this will increase the cost of your message in 2 or 3 times. However, you can reduce the cost if you take advantage of the Squeeze and Stretch buttons. Please be aware if your message is longer than 160 characters, the following characters count double: **[**, ****, **]**, **^**, **{**, |, **}**, **~**, **€**.

***-I am sending personalized and customized messages, how is the number of characters counted?***

The Message Manager counts the characters of the biggest entry in the personalization and customization data. So, don't forget to take into consideration the number of characters that will be imported using these features, especially for bulk messages. This way you will keep your message within the requested limit and reduce the cost.

***-If I sent a message two days ago, can I access it, edit and re-send it now?***

If you have not saved it (see chapters about creating SMS and MMS messages), it is gone. Next time you feel the message can be useful in future, save it. You can delete it any time if it does not prove necessary.

***-When grabbing audio files, I am asked to choose between* .amr *and* .aac *formats. What is the difference?***

Both are lossy formats..amr is noticeably smaller than .aac, but .aac gives much better playback quality. However, not every mobile phone model supports the .aac format.

***-Can I use different signatures for different users?***

Yes, you can have several signatures, or originators, for your messages, and you can choose them from the Originator drop-down menu in the Messaging form.

Contact your Operator or Distributor to arrange the list of originators available for you.

***-I am sending deferred delivery messages to recipients in several countries, how is the sending time defined?***

Kindly note that the time zone shown in the deferred delivery window is the time zone of the first number in the list, so just make sure to either arrange the numbers to your convenience or split them.

## *Troubleshooting*

| *Problem* | *Solution* |
|---|---|
| **I cannot install the Message Manager.** | You must log on with an administrative privileges account, otherwise you cannot install the software. |
| **I am trying to login to the Message Manager, but I keep getting 'Program unable to log you in at the moment as it performs other operations'.** | Kindly wait for a few minutes before trying to login again, and you will surely succeed to do so. |
| **I am entering the correct password and I am receiving my username or password is incorrect.** | Please make sure that Latin language is on and the Caps Lock key is off. |
| **I am getting an error message or my Message Manager is freezing when using it.** | If you face any trouble when using Message Manager, right-click the Message Manager icon in the System Tray and click the Close option. Then open it again by choosing the Message Manager shortcut from the windows Start menu or your desktop (or taskbar). This will restart the Message Manager, and most probably the problem will be fixed. |
| **My internet connection was cut off or was too slow while sending messages and my messages are not shown in the Sent section.** | In this case, please go to the Outbox section when the connection is reset and click the Send now button to re-send the messages or else to delete or clear the unsent messages. Please note that in case some of the messages were sent, the system then only sends the unsent messages and no duplicate messages are sent to the recipients. |
| **I am getting the 'Message Manager is unable to send the message. Username & password should be supplied.' Message when trying to send messages.** | You probably have not selected the Remember password option and more than 20 minutes have passed since you last logged in and used the Message Manager. Please go to the Configure section again, enter your password and log in. |

| | |
|---|---|
| **I cannot see the 'Your Balance' line in my Message Manager window.** | The Your Balance line is present only for prepaid customers. If you are a user of a postpaid customer, you cannot see it. However, the Message Manager warns you when you run out of credit. |
| **I want to use the Distribution Lists functionality, but I cannot see the corresponding icon in my Messaging window on the right.** | The Distribution Lists icon appears only after the Operator Administrator creates at least one distribution list on the server. You should contact your Operator Administrator to order Distribution Lists. |
| **I just bought credits but they are not shown on my account.** | To get your credits updated, you need to login again or click the Check for updates button in the Configure section. |
| **When importing my .csv file, a pop-up window opens with the 'The table you selected cannot be opened due to ODBC failure…' message.** | Please note that you need to close your external file before you start importing. |
| **I am importing an external file with custom tags but the custom fields do not appear to define them.** | You are probably using the Import Phone Book option. Please note that you can only import custom tags to the Recipients List. |

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